



CPS Football Academy

Refund Policy

At CPS Football Academy, we understand that family schedules can change. Our attendance and credit policy is designed to keep sessions fair, organised, and consistent for all players and families.

Session Credits

If your child is unable to attend a session, we require at least **24 hours' written notice** to qualify for a session credit.

Written notice can be provided via:

- Text message
- WhatsApp
- Email
- Official CPS communication channels

Credits will be applied to the following month's payment and are:

- Non-transferable
- Linked to the individual player
- Not redeemable for cash
- Valid for the immediately following month only

Unused credits cannot be rolled over beyond the following month and will expire if not used within that period.

Late Notice & Non-Attendance

Unfortunately, we cannot provide credits for:

- Missed sessions without notice
- Cancellations made within 24 hours of the session start time
- Non-attendance on the day

This is because staffing, facility hire, and session planning are arranged in advance.

CPS Session Cancellations

In some circumstances, CPS Football Academy may need to postpone, reschedule, or cancel a session due to:

- Severe weather
- Facility issues
- Coach illness or emergencies
- Health and safety concerns
- Other unforeseen circumstances

Where possible, we will always provide advance notice.

If a session is cancelled by CPS, we may offer:

- A replacement session
- A session credit
- An alternative training option

However, where sessions are cancelled after operational costs have already been incurred, credits may not always be available.

Longer-Term Absences

If your child is expected to miss multiple sessions due to injury, illness, holidays, or other circumstances, please contact us directly so we can discuss the best option available.

Monthly Payments

Monthly payments must be made before the first session of each month.

If you already know your child will miss sessions during the upcoming month, please inform us before payment is made so any eligible credits can be applied in advance.

Agreement

By registering with CPS Football Academy, parents and guardians agree to this Attendance & Credit Policy.