



CPS Football Academy

Attendance, Credit & Refund Policy

Introduction

At CPS Football Academy, we understand that family schedules, school commitments, illnesses, and unforeseen circumstances can occasionally impact attendance at weekly sessions, camps, and other academy activities.

This policy has been created to ensure that attendance management, session credits, cancellations, and refunds are handled fairly, consistently, and professionally across all CPS Football Academy locations, while also allowing sessions to operate efficiently for players, parents, coaches, and franchisees.

By registering with CPS Football Academy and attending sessions or camps, parents/guardians acknowledge and agree to the terms outlined within this policy.

Session Credits

If a player is unable to attend a scheduled weekly session, CPS Football Academy requires a minimum of 24 hours' written notice in order for the session to qualify for a credit.

Notice may be provided through recognised CPS communication channels, including email, WhatsApp, text message, or other official communication methods used by the relevant CPS location.

Where sufficient notice is provided, eligible session credits will be applied to the player's account and deducted from the following month's payment cycle.

Session credits are:

- non-transferable,
- linked to the individual player,

- not redeemable for cash,
- and valid for the immediately following month only.

Unused credits will expire if they are not used within the following month unless otherwise agreed at management discretion under exceptional circumstances.

CPS Football Academy reserves the right to refuse credits where attendance procedures have not been followed appropriately.

Late Notice & Non-Attendance

Unfortunately, credits or refunds may not be provided for sessions missed:

- without prior notice,
- where less than 24 hours' notice has been given,
- or where a participant does not attend on the day of the session.

This policy exists because staffing, facility hire, coach scheduling, equipment preparation, and operational costs are arranged in advance based on confirmed attendance numbers.

Parents/guardians are encouraged to communicate any absences as early as possible to allow sessions to be managed effectively.

CPS Session Cancellations

On occasion, CPS Football Academy may need to postpone, reschedule, relocate, or cancel sessions due to circumstances outside of reasonable operational control. These circumstances may include severe weather, facility issues, coach illness, health and safety concerns, or other unforeseen situations that impact the safe delivery of activities.

Where possible, advance notice will always be provided to parents/guardians.

In circumstances where CPS Football Academy cancels a session, the academy may offer:

- a replacement session,
- a session credit,
- an alternative training option,
- or alternative arrangements where reasonably appropriate.

However, CPS Football Academy reserves the right to determine the most appropriate resolution depending on the circumstances involved and the operational costs already incurred at the time of cancellation.

Camps, Events & Special Activities

Separate refund and cancellation terms may apply for football camps, events, tours, showcases, or special activities operated by CPS Football Academy.

Where applicable, these terms will be communicated separately during the booking process and may differ from the standard weekly session policy outlined within this document.

Longer-Term Absences

If a player is expected to miss multiple sessions due to injury, illness, holidays, school commitments, or other extended circumstances, parents/guardians are encouraged to contact the relevant CPS Football Academy location directly to discuss the most appropriate arrangement available.

Any adjustments, pauses, or discretionary arrangements remain at the sole discretion of CPS Football Academy management.

Monthly Payments

Monthly payments must be made prior to the first scheduled session of each month unless otherwise agreed directly with the relevant CPS Football Academy location.

Where parents/guardians already know in advance that sessions will be missed during an upcoming month, notice should be provided before payment is made wherever possible so that any eligible credits can be applied in advance.

Failure to attend sessions does not automatically remove payment obligations unless agreed directly with CPS Football Academy management.

Refunds

CPS Football Academy generally operates a credit-based system rather than a cash refund system for missed sessions.

Refunds may only be considered in exceptional circumstances and remain entirely at the discretion of CPS Football Academy management.

Refunds or credits may not be issued for:

- non-attendance,
- late cancellations,

- behavioural removals,
- unused credits that have expired,
- or circumstances outside the reasonable control of CPS Football Academy.

Franchise Location Operations

Each CPS Football Academy location operates under the wider CPS brand and operational framework. Certain operational procedures may vary slightly between franchise locations depending on facility arrangements, scheduling structures, or local operational requirements.

Any location-specific amendments or additional procedures will be communicated directly by the relevant CPS Football Academy location where necessary.

Agreement

By registering with CPS Football Academy, booking sessions or camps, or attending any CPS Football Academy activity, parents/guardians confirm that they have read, understood, and agreed to this Attendance, Credit & Refund Policy.

Contact Information

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