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**[www.icscoaching.co.uk/book-online](http://www.icscoaching.co.uk/book-online)**

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### **Refunds Policy**

***At ICS Coaching, we strive to provide high-quality sports clubs and activities for all children. To ensure smooth operation and fairness, we have outlined our refund policy below:***

#### **General Refund Policy**

***Refunds will only be issued if an activity is canceled by ICS Coaching.***

***If a session is missed due to reasons beyond our control (e.g., weather conditions, unforeseen venue closures), we will aim to reschedule the session. Refunds will not be issued for such occurrences unless the session cannot be rescheduled.***

#### **Illness or Absence**

***No refunds will be issued if a child is unable to attend a session due to illness or other personal reasons. This policy ensures the continued running of our clubs, as costs are incurred regardless of attendance.***

#### **Cancellations by Parents**

***If a parent wishes to cancel their child's place in a club, the following applies:***

***Notice given 7 or more days before the club starts: A full refund will be provided.***

***Notice given less than 7 days before the club starts: No refund will be issued.***

#### **Exceptional Circumstances**

***In exceptional cases (e.g., long-term injury), parents may request a partial refund or credit for future clubs. This will be considered on a case-by-case basis at the discretion of ICS Coaching.***

#### **How to Request a Refund**

***All refund requests must be submitted in writing via email to [officeicscoaching@gmail.com](mailto:officeicscoaching@gmail.com)***

***Please allow up to 21 working days for the refund to be processed if approved.***

***We appreciate your understanding and support in helping us provide enjoyable and reliable activities for all children.***

***Many thanks, ICS Coaching***

**✨ Join the Fun at Our After School Sports Clubs! ✨**

