

Refund Policy

1. If you sign up for service offered by Alan Sargeant or his agents, you need to ask for a refund by email to pickleballcoachalan@gmail.com. This can be done using the website pickleballsargeant.ca/contact-us.
2. The request needs to be 7 calendar days before the program starts for a full refund less a 10% administration fee.
3. A 10% administration fee will be charged for all refunds.
4. You will need to contact us 48 hours before the day of a program or else you will not receive a refund for that day. For multi day programs, you will be considered for a refund for subsequent days in that program if someone from the waiting list registers for the remainder of the program. A 10% fee will be deducted from the remainder of the balance of the program fees.
5. Once a program has begun and you have participated, no refund will be provided.