

Program Usage, RSVP, Payment & Refund Policy

Next Touch Academy (NTA) Effective Date: 11/18/25

By participating in any Next Touch Academy (“NTA”) program, you acknowledge and agree to the following policies regarding attendance, scheduling, payment, and refunds. These policies ensure fairness, safety, professional standards, roster integrity, and training quality.

1) PACKAGE USAGE POLICY (Cycle Expiration)

- All session packages, or credit-based passes must be used within the same training cycle in which they were purchased.
- Unused credits do not roll over into future cycles, seasons, sessions, or programs unless a documented medical exception is submitted and approved in writing by NTA.

2) RSVP & REGISTRATION DEADLINES (Mandatory)

RSVP is required for every scheduled session.

Group Sessions	2 hrs before session start time
Private 1:1 Sessions	24 hrs before session start time
Drop-Ins (Return/ Current Players Only)	4 hrs before session start time

Late Sign-Up & Fee: • If a player requests to sign up within the 4-hour window, they may still be allowed to participate only if capacity, staffing, and level placement allow.

- A \$10 late-registration fee will be added to the session rate for any late RSVP or booking. Late approval is not guaranteed.

3) PAYMENT RULES • All sessions must be paid in advance to reserve or confirm a spot. • No cash payments are accepted under any circumstances. • Unpaid or partially paid reservations will not be held. • Players may not participate until payment has been fully processed.

4) MAKE-UP SESSION POLICY

- Make-up sessions may be granted only if space is available and must be used within the same training cycle.
- Make-ups must match appropriate age, level, and intensity placement.
- Make-ups cannot be transferred, rolled forward, shared, gifted, or converted to credits or refunds.

5) COMMUNICATION & SCHEDULING POLICY

Families agree to:

- Communicate absences, attendance, or scheduling needs as early as possible.
- RSVP by text, call, or approved booking method within the required timeframe.
- Include player name, session date, and time when communicating.
- Understand that if they do not communicate within the required RSVP window, participation is not guaranteed and late fees may apply.
- Communicate respectfully and within reasonable hours unless urgent. If the player has NOT texted, called, or submitted an RSVP within the required window, they are not guaranteed a spot. NTA is not required to send reminders, double-confirm, or follow up for attendance.

6) POLICY ENFORCEMENT

Failure to follow any policy may result in: • Loss of session credit • Loss of scheduling priority • Session participation denial • Suspension of package usage until compliance

REFUND & CREDIT POLICY

1. GENERAL POLICY All sales are final unless explicitly stated below. Refunds, credits, or transfers are not guaranteed and are approved case-by-case.

2. DROP-IN SESSIONS

Refundable? • No, unless NTA cancels or a documented medical condition is submitted before the session.

Rescheduling: • A minimum of 4 hours notice is required for drop-in rescheduling.

3. 5-WEEK & 6-WEEK TRAINING CYCLES

Refund Eligibility:

- Within 24 hours of purchase: Full refund.
- After 24 hours but before Week 1 begins: 75% refund or full credit.
- After Week 1 begins: No refunds (partial credit may be considered for documented medical emergencies).

Missed sessions: • Not refundable; make-ups not guaranteed.

4. STARTER PACKS (3-Session Pack)

• Non-refundable after the first session. • If unable to attend any sessions, written notice within 7 days of purchase is required for a full refund.

5. UNLIMITED / ALL-ACCESS PACKAGES

• Non-refundable and non-transferable. • No attendance-based refunds or credits. • Refunds or credits only if NTA cancels over 30% of offered sessions or for documented medical restrictions (pro-rated credit only).

6. PRIVATE, PARTNER & SMALL GROUP SESSIONS

- Universal 24-hour notice required for all private formats. • Requests within 24 hours result in a full charge and loss of session.

7. MEMBERSHIP FEES (Premium Membership)

- Non-refundable and non-transferable. • Valid only for the current cycle/month; perks remain active until cycle ends.

8. WEATHER, FIELD CLOSURES & CANCELLATIONS

- If NTA cancels, clients will receive either a make-up, credit, or roll-over option. • Weather adjustments do not qualify for refunds if a reasonable alternative is provided.

9. INJURIES & SPECIAL CIRCUMSTANCES

- With proper documentation, a prorated credit may be issued for unused sessions. • Credits must be used within 6 months. • Refunds are not standard practice.

10. HOW TO REQUEST A REFUND OR CREDIT

Submit written request to: ben@nexttouchacademy.com

Include: • Parent/Player Name • Program/Cycle • Purchase Date • Reason for Request • Documentation (if applicable) Requests must be submitted within 7 days of the issue.

11. POLICY MODIFICATIONS

NTA may update this policy at any time. Revised policies apply to all future registrations and cycles.

Sibling Discount Policy

- A 20% sibling discount applies only to group training package purchases.
- Discount applies to the second child and any additional children enrolled within the same cycle.
- Discount does not apply to drop-ins, private sessions, semi-private sessions, or special programs unless explicitly stated.
- Sibling discount cannot be combined with other discounts, credits, or promotional offers.
- All siblings must be actively enrolled in the same training cycle to qualify.
- Optional: Families who commit and pre-pay for two consecutive cycles receive a 25% sibling discount.

Sibling discounts are applied as a cart-wide discount that closely reflects 20% off each additional child.

Important Details & Conditions

- Applies **only** to **group training packages** purchased within the **same cycle** and paid together.
- Discount is applied **automatically at checkout using sibling codes**.
- Discount applies to **lowest-priced packages first** when calculating benefit value.
- **Must be processed as one household purchase** to qualify; split payments/orders are not eligible.
- Cannot be combined with other discounts, referrals, credits, scholarships, or promotions.
- Does **not** apply to:
 - Private / semi-private training
 - Drop-ins
 - Evaluations or assessments
 - Camps, clinics, or special programs
 - Membership fees or merchandise

Why We Use Averaged Cart Discounts

Because families may enroll in **different package tiers** (bi-weekly, 1x, 2x, unlimited), using **individual percentage adjustments per child** could result in inconsistent pricing and over-discounting.

To ensure both **fair family savings** and **program sustainability**, NTA uses **averaged family-based discount rates** instead of per-child percentage calculations.