Payment & Cancellation Policy

Grassroots Sports Bristol is committed to providing excellent service in everything we do. Unfortunately, when an adult cancels without giving enough notice, it prevents another adult & child from being able to use our services. No shows, late cancellation and overdue payment impacts everything we do. For these reasons, Grassroots Sports Bristol has implemented a Payment & Cancellation Policy that will be strictly observed.

* Full Payment:
  + Your registration is only complete when we receive full payment. Payments can be done by bank transfer or in cash.
  + Payments in cash must be arranged and done before attendance.
  + We will not reserve any spaces without full payment.
  + Adults must inform us if payment is made and we will send a confirmation email to clarify that it has been received.
* Cancellation Request:
* Cancellation requests can be made via Email, Phone or in person.
* Refunds will be complete via bank transfer.
* Refund Policy:
* If cancellation is requested with a week's notice, a full refund will be made or used for a future club.
* If cancellation is requested between a week and 24hrs notice, a 50% refund will be made or used towards a future club.
* If cancellation is requested any later, no refund will be made.
* Non-Attendance:
  + If no attendance occurs, with no cancellation request. Then full payment is required.

Date: 01/06/25 Name: Jeff Dickens Signed:

