



QSA Individual Sessions Payment & Cancellation Policy

1. Payments:

At the time of booking, a 50% deposit is required to secure your session spot. The remaining balance is required prior to the commencement of the session.

Payment can be made in cash or by bank transfer to the following account:

Queensland Soccer Academy

BSB: 084-034

Account number: 76-467-3694

2. Cancellation Notice:

We understand that unforeseen circumstances can arise. To ensure a smooth experience for both coaches and clients, please adhere to the following cancellation policy:

- **More than 24 Hours in advance:** Cancellations made more than 24 hours before the scheduled session will not incur any charges, and the session can be rescheduled at no additional cost.
- **24 Hours or less:** Cancellations made within 24 hours of the scheduled session will be subject to a cancellation fee equivalent to 50% of the session fee.
- **Late notice cancellations:** Cancellations made within 1 hour of the scheduled session will be subject to a full session fee charge. This is to compensate for the coaches' time spent planning the session, commute/set up time if applicable, and lack of notice to offer the session spot to another client.

3. Reoccurring bookings

- If you have booked a block of reoccurring sessions at an agreed day/time with your coach, payment is required for **5 sessions** prior to the commencement of your training block, unless otherwise agreed with your coach.
Please be mindful that with repeated cancellations, your timeslot may be relinquished. As we operate with a waiting list, this is the fairest way in which we can allow others to avail of session spots and support a steady workflow for our coaches. The above cancellation notice periods still apply.



4. No-Show Policy:

- If a client fails to show up for a scheduled session without prior notice, the full session fee will be charged. This policy is in place to respect the coach's time and to manage scheduling effectively.

5. Rescheduling:

- If you need to reschedule a session, please provide at least 24 hours' notice. We will do our best to accommodate your request and find an alternative time that works for both you and the coach.

6. Refunds:

- Refunds for cancelled sessions will be processed within 14 business days. Refunds are not available for no-show situations as stated above.

By booking a session, you acknowledge and agree to this payment & cancellation policy.
Thank you for your understanding and cooperation.



A handwritten signature in black ink, appearing to read "SMC", written over a light blue horizontal line.

Stephen McCarthy
Owner/Head Coach
Queensland Soccer Academy