



Victoria Kan Tennis Academy

CANCELLATION POLICY

REQUIRED READING BEFORE YOUR TRAINING START!

- Cancellation **24 hours before start** - court rental fee.
- Cancellation **on the same day (training day)** or **no-show** - full training will be charged for **any reason**.
- If you were signed for our course - please read course cancellation rules as well.

WHAT IS LATE CANCELLATION?

Late cancellation is a cancellation of a class by a student or parent **less than 24 hours** before the start of his/her class.

You can cancel a lesson in advance (more than 24 hours before the start) without payment.

The cancellation policy is the same for **individual** and **group** lessons.

These rules are the **same for all our clients!** There are **no exceptions!**

If a student does **not show up** for a scheduled lesson, this lesson will be fully counted/paid for.

Cancellation 1 hour before or after the start of the lesson - the lesson will be fully credited/paid.

Late cancellation for **any reason** - the lesson will be fully counted/paid.

What are the **reasons**:

- the child is **sick**;
- the child was **detained at school**;
- problems from the parent;
- stuck in traffic/no public transport;
- and so on.

Parents **can** attend the **first 2 classes**, then **parents are not allowed to attend classes**.