



CANCELLATION & REFUND POLICY – AS FOOTBALL ACADEMY PORTSMOUTH

Your bookings and well-being are very important to us. We understand that sometimes, unexpected delays can occur, making attending somewhat challenging. If you are unable to attend a group session, we respectfully request at least an email or text/call to notify us

Here's a more detailed breakdown:

1) – Group sessions;

Once your booking has been made, we will not be in a position to issue a REFUND or CANCEL your booking unless the following happens;

- a) Notify us by email if you have booked on by mistake or booked the wrong course in a timely manner of no more than 24 hours of the booking, and must come from the person/email who booked on with their order number.
- b) During SUMMER terms (May to October, end of) we will be in a position to carry over cancelled or postponed sessions due to coach illness or bad weather (force Majeure) – During WINTER terms, we will not be in a position to offer “CARRY OVERS” or refunds. Please NOTE we only run groups sessions during school term times and in line with the Portsmouth City Council timetables.
- c) If your child has been asked to leave in line with our CHILDREN/PARENT BEHAVIOUR POLICY (available on our website), then as per this other policy, we WILL NOT offer a refund.
- d) We do have the right to refuse the children to play matches or any contact drills where SHIN PADS are required to wear under the FA guidelines of LAW 4 (see <https://www.thefa.com/football-rules-governance/lawsandrules/laws/football-5-5/law-4---the-players-equipment>) Children will be allowed to be involved in non contact training sessions, but not GAMES or contact related sessions and therefore NO refund will be provided.
- e) If you are unable to attend any week for what ever reason then no refund will be given, nor will it roll over to another week.
- f) We DO NOT offer refunds during the term. If you choose to leave any course during the entirety of the course you have booked then NO REFUNDS will be given under NO circumstances. We will only issue a refund should you book on the wrong course and issue refunds in line with 1a of this policy, which is IN advance of the courses start date and must notify us in writing giving us 24 hours notice of the start date/time.

2) – 121/Individual Bookings/small groups;



With regards to our 121/individual bookings/small groups, we operate a 24 hour cancellation policy, where if you cancel the booking for WHAT EVER reasons, then FULL payment is still required. You do though, however, have the right to cancel or reschedule giving 24 hours+ notice with no payment required. Payments are not due until the session has been delivered. We have the right to cancel the session should the weather be bad or if the coach is ill or has transportation issues.

3) Party bookings;

Party booking payments are NOT due until the day of the party, although a NON REFUNDABLE DEPOSIT is taken for the sports halls we source for the hirer. We can secure the sports hall bookings on your behalf and the payment is made by the hirer on a NON REFUNDABLE DEPOSIT basis. Party booking final payments must be made with in 24 hours of the party finishing.

4) SUMMER/HALF TERM CAMPS;

a) Summer/Half term Camps cancellation/Refund Policy is broken down as follows;

FULL REFUND if 48 hours Notice is given. Prior to the camps first day

50% REFUND if 24-48 hours notice is given. Prior to the camps first day

NO REFUND if less than 24 hours notice is given, Prior to the camps first day

b) NO REFUND is given if you cannot make a day during the camp through illness or other reasons. If you are asked to leave, due to behaviour then we will offer NO REFUNDS.

c) Again, like group sessions you will have to provide us in email, from the person/email address of booking, notification of a wrong booking date/location within 24/48 hours of making the original booking, based upon points 4a.

All medical conditions and/or learning difficulties **MUST** be made aware of to AS FOOTBALL ACADEMY when making your booking so we can cater for your child's needs.

We, AS Football Academy, have the rights to refuse any bookings without prejudice.

This document is reviewed annually – Lasted updated September 2026.



Signed Andy Sillence.....Sept 2026.....

Andy Sillence – Director AS Football Academy Portsmouth.