

Background Understanding

- SWEET SPOT Indoor Golf (SSIG), Coaches Inc. (CI), Virtual Assistant (VA) here on after.
 - When customers secure a booking with CI, CI must go and secure the same booking via SSIG (separate diaries)
 - To secure a booking via SSIG, CI must pay in advance, for that booking
 - CI is an independent contractor and remunerates SSIG on a 'pay as you go' approach
 - Canceling/Rescheduling a booking comes at a cost to CI, hence the below policies apply
 - CI working days by definition are; Tue, Wed, Thu, Fri, Sat.
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Individual and Shared Learners

Pay as you go, Prepaid and eGift card voucher customers

2 working days (48hrs) or more

- No cancellation fee

2 working days (48hrs) or less

- Pay as you go customers = Full payment required/invoiced
- Prepaid customers = Will lose their credit
- eGif card voucher customers = Associated fee deducted from balance or difference invoiced

Please note

- Advising us on a Sun/Mon (not a working day) does not count as 'notice period'
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Junior Academy

Predetermined group classes

To receive a refund or class credit for a class your child cannot attend, the class in question must be canceled entirely which can only be done with other parents' approval. This process (and why we do it this way) is explained via the T&C's shared with you already. Below outlines some common scenarios on how this could play out.

Scenario A - other parents agree to your request in a timely manner

Other students' parents agree to your request, coach receives no less than 2 working days (48hrs) notice, all families subsequently will receive either a refund for that class or a credit which will go towards the next term's invoice.

Scenario B - not all parents agree to your request and/or don't reply in time

If (a) not all parents agree to your request, or (b) all parents do reply but do not give sufficient notice (less than 2 working days) then sadly your family simply misses out i.e. no refund/make up class.