



CANCELLATION POLICY

1. Objectives and Background

Dynamic Footy Skills is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.

You may cancel by contacting us by:

- a. phone 0404 995 096; or
- b. email info@dynamicfootyskills.com.au

We require a minimum of 10 days notice for cancellation. Please inform us by 5:00pm 10 days prior to your scheduled appointment to notify us of any changes or cancellations.

If no prior notice or the notice given is not provided within the minimum notice period, you will be charged an administration fee (see below) for the missed appointment.

2.1. Late Arrivals

If you are late to your scheduled appointment please inform us via email or phone.

3. Administration Fee

- 3.1. The administration fee is 10% of the payment made for the appointment
- 3.2. The administration fee may be deducted from any payment for the appointment (if any).
- 3.3. The administration fee is the sole responsibility of the client and must be paid in full within 2 weeks after invoicing (if invoiced)



4. DFS cancels appointment

- 4.1. We reserve the right to cancel any appointments made at the discretion of Dynamic Footy Skills.
- 4.2. In the event the weather is deemed to be unsafe or may affect the quality of the service we may cancel any appointments made. We will try our best to provide all customers with an appointment a reasonable time in advance if any appointments are cancelled. For more information see our weather policy
- 4.3. If we cancel any appointments made then you will have the right to a refund or credit to a future DFS appointment.

5. Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur an administration fee. Having administration fees waived require approval from Dynamic Footy Skills.

6. Refund policy

If the notice of cancellation is given 10 days before the scheduled appointment, Dynamic Footy Skills will refund any deposit that was received to book an appointment.

7. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to info@dynamicfootyskills.com.au

8. Agreement

You accept and consent to the terms of the cancellation policy by registering for the services. By registering, you understand that you are holding a spot and you may be charged an administration fee if an appointment is cancelled without providing at least 10 days notice or if the appointment is missed.