

JWBBA 1-2-1 Training – Booking Cancellation Policy

1. General

Jamie Woodland's Black Belt Academy is committed to providing exceptional service in a timely manner. Unfortunately when a customer cancels without giving enough notice, it prevents another customer from being served. No shows and late cancellation have an impact on service quality whilst punishing customers who may show up earlier. For these reasons, Jamie Woodland's Black Belt Academy has implemented a cancellation policy that will be strictly observed.

2. Full Payment

Your 1-2-1 Training Session is complete when we receive your full payment. Payments can be online or in person. We do not reserve 1-2-1 Training Sessions without payment.

An online confirmation email will be sent to you at the time of booking your 1-2-1 session. This email outlines the details of how to make payment. When payment is received your booking is confirmed. If you wish to receive confirmation that your payment has been received by Jamie Woodland's Black Belt Academy please contact us on **07970 936559**.

If Jamie Woodland's Black Belt Academy have **not** received full payment for your booking 24 hours prior to your 1-2-1 Training Session begins, your booking will be cancelled and you will be notified either by email or telephone from the details you provided when making the booking.

3. Cancellation Request

Cancellation requests must be submitted by phone, please contact us on **07970 936559** to make a cancellation.

You can make a cancellation 24 hours prior to your 1-2-1 training session to receive a full refund. Please note that refunds will be processed in the original form of payment.

Any cancellations less than 24 hours prior to your 1-2-1 training session may result in **loss of payment**.

If you have any questions or concerns about our cancellation policy, please contact us on **07970 936559**.

3.1 Adverse Weather Conditions

In the event of a cancellation on our part (Jamie Woodland's Black Belt Academy) due to adverse weather conditions, less than 24 hours prior to the booking, you will be contacted by Jamie Woodland's Black Belt Academy by telephone, and you will have the option to be refunded or have the opportunity to re-book your 1-2-1 training session.

3.2 Failure to attend

In the event you have paid, not cancelled 24 hours prior to your 1-2-1 training session and **do not attend** your 1-2-1 training session you will not be refunded.

4. Refund Policy

Refunds will only be made by Jamie Woodland's Black Belt Academy in the event of;

- ❖ A cancellation 24 hours prior to your 1-2-1 Training Session that you can no longer attend
- ❖ Adverse weather conditions, and you do not wish to re-book the 1-2-1 training session

We will attempt to refund you within 1-2 days of your cancellation. If you have not been refunded during this time, please contact us on **07970 936559**.