

DW Goalkeeping Academy Cancellation & Missed Session Policy

We ask for a minimum of 48-hours' notice should your Goalkeeper need to miss a session. Invites to attend training sessions will continue to be sent in advance of the cut off time, giving ample opportunity to decline the invite along with a reason.

We also ask that an email be sent to info@dwgoalkeepingacademy.co.uk to notify us earlier should you be planning holidays, days out etc. We understand that many families will be taking a well-deserved break during the school summer holidays, we are more than happy to 'freeze' your subscription for the duration of your break. This also includes if your Goalkeeper has a long-term injury/illness, which again can be organised by sending us an email.

This notice period allows us to plan how many coaches are needed for each session. Any non-attendance with less than 48 hours' notice, WILL NOT be refunded/credited unless there are exceptional circumstances. A decision which will be at the discretion of the Head Coach.

When notice is given, credit for cancelled sessions will be agreed if the cancellation is due to holiday or long-term injury/illness. Which can then be 'banked' and put towards the cost of DW gloves, kit or attendance at one of our Camps/Events which run throughout the year. Alternatively, your Goalkeeper can attend a 'make up' session on an alternative day and venue in place of the session that has been missed.

On occasion when none of the above alternatives can be agreed on, an application for a refund can be requested via email. We ask that this contains the relevant dates, the amount that is being requested, the reason(s) why the session(s) were missed and why none of the above alternatives are suitable.

This will then be reviewed by the Head Coach on a case-by-case basis, and should your application be agreed, refunds will be made via the 360Player app and their approved banking platform. Please note that once any refund has been processed by us, it is beyond our control how long this will take to be deposited into your account and can take up to 10 working days.