



Skillability Soccer Training

Terms & Conditions/Refund Policy

Due to the demand of our program, we do not offer refunds for ANY case for any program that we offer including (private training, group training, clinics, or any program that is added to our "Programs Page".

Once a player is registered online, we hold the spot for the player for the specific program. There are no refunds once the payment is made.

Our policy is firm about players showing up on time to each session. If players are late to the sessions, they forfeit the time not spent training. We expect each player to arrive 10 minutes before the session to warmup/stretch.

1on1/Private Training/Small Group Training, Camps & Clinics

1. **Skillability Soccer Training** does not allow rescheduled sessions unless notified 48 hours in advance via phone call or email. We will not offer refunds for any case. No exceptions will be made for any reason.
2. **Missed Session Policy** – Coach Thuto has a zero toleration missed session Policy. If you miss a session, you will forfeit the session. If you communicate with Thuto 48 hours before the session, you will receive a makeup session within a 7 day period. If you do not complete the make-up session within 7 days, you will forfeit the session. Make up sessions may be coached by other coaches. **There are no individual make ups for missed small group sessions or camps & clinics**
3. **Vacation/Reschedule Policy** - As noted on the Parent/Player agreement form, Coach Thuto has a scheduled vacation every 90 days and will be absent for 7 days or more. You will always receive your

make-up session before Thuto departs and he will offer you a variety of days/times throughout the week to complete the makeup session.

4. **Rainout Policy** - If the fields are "too wet" or if there is significant rain during the the morning or evening of our scheduled session, the session may be rescheduled upon coach Thuto's decision. Coach Thuto will check to make sure the field is safe before every session. If the field is playable, we will resume the session. Parents do not determine if the session is cancelled. In case of bad weather, sessions will be moved indoors at King Louis depending on time availability. Parents will have to be flexible with time changes. Small group, camps & clinics sessions may be rescheduled. No indoor time for them.
5. **Player Conduct Policy** - All students are required to show up 10 minutes before each session to warmup with the proper soccer attire. We do not accept players who are disrespectful or dishonest with completing homework assignments at home.
6. **Payment Policy** - By committing to our 3, 6 or 12 month agreement, you agree with the signed contract that you can commit to the entire commitment. You have the option of paying in full (discount) or paying monthly with our automated system that charges your credit/debit card every 30 days. If your credit card fails, our system will prompt you to replace your card within a 24 hour period.
7. **Early Contract Termination Policy** - If you choose to cancel during the 3, 6 or 12 month contract, you can cancel anytime by notifying Thuto at thuto@skillabitysoccertraining.com. By canceling the contract, you understand Thuto's early termination policy:

Early Termination:

You can opt out of and cancel your contract anytime by paying Skillability Soccer Training a \$600 early termination fee. Paying the fee will cancel any upcoming payment and once the \$600 fee is paid, all sessions will come to a close.

8. **Training Contract** - By agreeing to our 3 month program, all sessions must be completed within 3 months from the start date. By agreeing to our 6 month program, all sessions must be completed within 6 months from the start date. By agreeing to our 12 month program, all sessions

must be completed within 12 months from the start date. If the sessions are not completed in a timely manner, you will forfeit the sessions. Thuto will give you multiple options throughout the week to complete the sessions in a timely manner. The training sessions must be complete within the (3 months) (6 months) or (12 months) depending on the contract length.

9. Recurring Monthly Fees - By committing to our 3, 6 or 12 month program, you agree to our 30 day recurring payment plan.

10. Cancellation Policy - If you are enrolled into our monthly program and would like to cancel your training subscription, you must notify Thuto Nhlekisana **thuto@skillabilitysoccertraining** or by phone call at least 21 days before the next billing cycle. If you do not cancel before 21 days of the next cycle, you will automatically be billed.

We do have a strict refund policy in place for our members because we only work with a limited number of players each month.

This ensures that we work with committed families only. If you have questions about our refund policy, please email Thuto at

thuto@skillabilitysoccertraining or call **502-774-0338**