

Training Session Booking, Cancellation & Waitlist Policy

Purpose

This policy helps ensure training sessions are well managed, coaches can plan effectively, and members have fair access to club activities.

Booking Training Sessions

Members can book training sessions through the connectMyClub app or website.

When booking, members should:

- Ensure they can attend before booking.
- Review any session-specific information provided by the coach.
- Arrive prepared with the appropriate equipment and clothing.
- Cancel promptly if plans change.

For sessions using Training Wallet credits, the applicable credits will be deducted when a booking is confirmed.

Cancellation Policy

Standard Cancellation

Members may cancel their booking at any time through connectMyClub.

More than 48 hours before the session

- No penalty applies.
- Any Training Wallet credits used will be refunded automatically.

Less than 48 hours before the session

- Credits will normally not be refunded.
 - This helps coaches manage attendance and allows sessions to run effectively.
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Late Cancellation Exception Process

We understand that genuine unforeseen circumstances can arise.

The club may consider refunding credits for late cancellations in exceptional situations, including:

- Illness or injury
- Family emergencies
- Significant travel disruption

- Other circumstances outside the member's control

Requesting an Exception

Members should:

1. Cancel their booking as soon as possible.
2. Contact the Training Coordinator or Club Committee within 7 days of the missed session.
3. Provide a brief explanation of the circumstances.

Refund decisions will be made at the club's discretion and may not be granted in all cases.

Repeated late cancellations may affect eligibility for future exceptions.

No-Show Policy

Members who fail to attend without cancelling may forfeit any Training Wallet credits used for the booking.

Regular no-shows may be contacted by the club to discuss attendance and booking behaviour.

Waitlist Policy

When a session reaches capacity, members may join a waitlist.

How the Waitlist Works

- Places are offered in the order members join the waitlist.
- If a booked member cancels, the next person on the waitlist will automatically be moved into the session where system settings allow.
- Members are responsible for monitoring notifications and confirming they can still attend.
- Training Wallet credits will only be deducted once a place is secured.

Joining the waitlist does not guarantee a place.

Waitlist FAQ

How do I join the waitlist?

Open the fully booked session and select **Join Waitlist**.

How will I know if I get a place?

You will receive a notification through connectMyClub and/or email, depending on your notification settings.

Do I need to do anything if I am moved from the waitlist?

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No. Once promoted from the waitlist, your booking is confirmed automatically.

When will credits be deducted?

Credits are only deducted once you have been allocated a place in the session.

What if I no longer want a place?

Please remove yourself from the waitlist as soon as possible to give other members a chance to attend.

Does joining the waitlist guarantee a place?

No. A place will only become available if another member cancels.

Can I still cancel after being moved from the waitlist?

Yes. Once your place is confirmed, the standard cancellation policy applies.

Member Responsibilities

By booking a training session, members agree to:

- Book only sessions they intend to attend.
- Cancel promptly if unable to attend.
- Respect coach and volunteer planning efforts.
- Keep contact and notification details up to date.
- Follow all club training, safety and conduct requirements.

Policy Review

The club reserves the right to amend this policy at any time to ensure fair access to training opportunities and effective management of coaching resources. Members will be informed of any significant changes.