



Camp Cancellation Policy

Catalan Soccer reserve the right to enforce our cancellation policy for all bookings submitted through our website contact form and booking portal. We cannot be held accountable for last-minute changes in circumstances or child illness. Unfortunately, if we were to make exceptions for illness/injury, then they would become the “go-to” excuse for parents wishing to cancel and discard of their bookings.

Parents can plead exceptional circumstances through email. Should you have any a hospitalisation, or close-family bereavements please contact us. We may require further medical evidence that illness is genuine before considering crediting pre-paid days or waiving cancellation fees. EG Doctors Note, Proof of Appointments.

Why we have a cancellation policy

Catalan Camps are highly organised and thoroughly resourced. We operate with a generous volume of coaches and management personnel, and book pitches several weeks in advance to guarantee excellent teaching ratios and an abundance of pitch space. Our cancellation policy is in place to deter parents from overbooking and stockpiling camp days that are not needed, also to protect us against associated costs of unused pitch bookings, surplus player prizes and staffing costs.

We aim to encourage early communication from customers in the event of illness, scheduling conflicts and any other reasons for absence. Parents can move bookings to different days within the same week as this typically does not detrimentally affect staffing levels. However, parents cannot slide days to later in the week, or following week, and then cancel those days to reduce the applicable cancellation fees. The original cancellation fees move with the booking to the later dates.

Our 2-Tier Policy

Tier 2 - Pre-Payment No Refund

Parents may fall into a pre-payment no-refund category. If you have not been to Catalan Camps before, or if our system flags your account as having an exceptionally high level of prior cancellations, you may need to pay in advance. Once parents have attended several camps and honoured their original bookings, accounts are upgraded to our more flexible 5-day policy. If your account is on pre-payment terms we will send you a payment link shortly after your booking form or email is received. We also reserve the right to request pre-payment, no re-fund terms where there are 2 instances of parents arriving at camp without any means of payment.

Tier 1 – Standard 5-Day Policy

Where pre-payment links are not received, non-members and members can assume they are on the standard 5-day policy. Members of the Catalan Soccer weekly skills classes will default to the standard 5-day camp cancellation terms that operate on a sliding scale. Parents that have cancelled a high-volume of camp days, but dispute cancellation fees, will regress back to the pre-payment no-refund terms. We also

reserve the right to revoke the 5-day policy where there are 2 instances of parents arriving without means of payment. Please look at the table below for examples of how the 5-day policy would work for amended or cancelled bookings.

Working Days Notice	Example	Charge
>5 Days	Cancel on Monday, for next Monday	£0.00
<4 Days	Cancel on Tuesday, for next Monday	£5.00
<3 Days	Cancel on Wednesday, for next Monday	£10.00
<2 Days	Cancel on Thursday, for next Monday	£15.00
<1 Day	Cancel on Friday, for next Monday	£20.00
DTU & Morning Cancellation	Don't Turn Up for your booking or morning cancellation incurs full amount	£25.00

Parents must cancel their camp days via the Catalan APP or email inbox@catalansoccer.com. We do not accept cancellations in any other form, by any other means, including but not limited to; WhatsApp, Facebook/Instagram/Twitter Direct message, SMS or face to face verbal requests. **Please note that Catalan do not administrate camp cancellations on the weekend prior to holiday camp and this should be factored into any calculation of the 5 working days notice.**

PLEASE NOTE:

There are **no refunds or credits** for payments made by childcare vouchers.