

Elevate Netball Pty Ltd Cancellation Policy 2025

Booked session

We understand that life can be unpredictable, and sometimes plans change. To ensure fairness and availability for all our clients, we kindly ask to receive as much notice as possible. Below are Elevate's cancellation guidelines:

- **24-Hour Notice:** Cancellations or rescheduling requests must be made at least 24 hours before the scheduled session. This allows us to offer the time slot to other players.
- **Late Cancellations:** If a session is canceled less than 24 hours in advance, a **50% cancellation fee** will be charged.
- **No-Show:** If a client does not show up for a scheduled session without prior notice, the full session fee will be charged.
- **Rescheduling:** We are happy to reschedule your session within 48 hours of the original appointment, subject to availability.
- **Weather changes:** Where a cancellation is due to natural events outside of our control such as weather and the event is not safe to train, we will reschedule the session or issue a credit note to the buyer to use within 12 months of the cancelled event.