



✉ superstarsportsuk@gmail.com 🌐 www.superstarsportsuk.com ☎ 023 8212 7331

Cancellation and Refund Policy

This Cancellation and Refund policy applies to all services offered by Superstar Sports, including but not limited to:

- Academies
- After School Clubs
- Holiday Courses
- Breakfast and Wrap-Around
- Other sports programs, events and activities

1. General Refund Policy

Superstar Sports aims to provide high-quality sports programs and activities for children. To ensure the sustainability of our programs and fairness to all participants, refunds are not provided for sessions missed due to illness, holidays or other personal reasons.

In circumstances outside of Superstar Sports' control—including, but not limited to, emergency school closures, extreme weather or government mandated closures—Superstar Sports will not issue refunds for missed sessions. Where possible, we will endeavour to arrange a replacement makeup session but this cannot be guaranteed.

24-Hour Cooling-Off Period: Customers have a 24-hour cooling-off window post-booking. If no sessions occur within those 24 hours, a full refund will be issued. If a session falls within the 24-hour cooling-off period, a partial refund will apply for the remaining unused sessions within the booking.

In the event that Superstar Sports cancels a session, a full credit or bank account refund will be issued to all affected customers. A full credit refund will be automatically given; to receive a bank account refund, please write to us at superstarsportsuk@gmail.com

2. Cancellations – Academies and After School Clubs

After School Club payments are structured on a termly basis. Payment is required prior to the commencement of each term to secure your child's place. Failure to pay by the specified date may result in the loss of your child's reserved place.



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Academy payments are structured on an academic year basis. A recurring monthly payment set-up or full payment is required prior to the commencement of the sessions to secure your child's place. Failure to confirming recurring payment or full payment by the specified date may result in the loss of your child's reserved place.

Cancellation –After School Clubs

If your child wishes to withdraw from a session, 2 weeks written notice of cancellation is required.

- Cancellations made at least 2 weeks before the intended start date will be eligible for a full credit refund (for future Superstar Sports services) or a full refund to your bank account. After the 2-week notice period, your child will no longer have a reserved place.
- Cancellations made less than 2 weeks before the intended start date will be eligible for a partial refund. This will be calculated as the total number of sessions from the date notice is given, plus 2 weeks, minus the number of final sessions in the term. This partial refund can be issued as either a credit refund (for future Superstar Sports services) or a refund to your bank account.

All cancellation requests must be submitted to superstarsportsuk@gmail.com

Cancellation – Academies

If your child wishes to withdraw from a session, 2 weeks written notice of cancellation is required.

- Cancellation Process: To cancel a recurring monthly payment, you must submit a written request to superstarsportsuk@gmail.com.
- Review Period: Upon receipt of your email, Superstar Sports will review the cancellation date against:
 1. The number of sessions already attended.
 2. The required 2-week notice period.
- Final Settlement: Based on this review, we will provide you with either a final payment amount due or a refunded total for the remainder of the month.



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- Information Required: Please include the following in your cancellation email:
 1. Name of Child
 2. Name of Academy/Club
 3. Reason for Cancellation

All cancellation requests must be submitted to superstarsportsuk@gmail.com

Cancellations – Holiday Courses and Wrap-Around

- Cancellations must be made at least 48 hours before the scheduled start time of the session to be eligible for a full credit refund (for future Superstar Sports services) or a full refund to your bank account.
- Cancellations made with less than 48 hours' notice will not be eligible for a refund.
- Cancellation requests must be submitted to superstarsportsuk@gmail.com with the following information:
 1. Name of Child:
 2. Booking Reference:
 3. Requested Cancellation Date/s:

Cancellations – Other Sports Programs, Events and Activities

For all other cancellations, please refer to the General Refund Policy.

Exceptional Circumstances

Refunds may be offered in exceptional circumstances at the discretion of senior management. Any such requests must be submitted in writing to superstarsportsuk@gmail.com with supporting documentation.

Contact Information

If you have any questions about this refund policy, please contact us at:



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- Email: superstarsportsuk@gmail.com
- Phone: 023 8212 7331

Changes to This Policy

Superstar Sports reserves the right to modify this refund policy at any time. Any changes will be communicated on our website (www.superstarsportsuk.com) and/or through appropriate channels.