



Cancellation Policy 2024

Effective Date: January 1st 2024

1. **Overview:** This Cancellation Policy ("Policy") outlines the terms and conditions under which clients of PTL Golf, owned by Pete Lockett ("PTL Golf"), may cancel scheduled lessons, whether they are online or in-person.

By engaging in our services, clients agree to abide by the terms set forth in this Policy.

2. **Cancellation Fees:**

- a. **Lessons Cancelled within 48 Hours:** Clients who cancel lessons with at least 48 hours' notice will not incur any cancellation fees.

- b. **Lessons Cancelled within 24 Hours:** Clients who cancel lessons within 24 hours of the scheduled time will be charged a cancellation fee equivalent to 20% of the lesson cost.

- c. **Lessons Cancelled on the Day of the Lesson:** Clients who cancel lessons on the day of the scheduled lesson will be charged a cancellation fee equivalent to 50% of the lesson cost.

- d. **No-Show:** Clients who do not show up for the scheduled lesson without any prior notice will be charged a cancellation fee equivalent to 100% of the lesson cost.

3. **Cancellation Procedure:**

- a. Clients must notify PTL Golf of any cancellations by contacting Pete Lockett directly through the contact details provided on the PTL Golf website.

- b. Cancellations made via email, or any other written communication must be acknowledged by PTL Golf to be considered valid.

4. **Exceptions:**

- a. PTL Golf recognises that unforeseen circumstances may arise. In cases of emergencies or extenuating circumstances, clients are encouraged to contact PTL Golf as soon as possible to discuss the situation.

- b. PTL Golf reserves the right to waive or modify the cancellation fees at its discretion, especially in cases of documented emergencies.

5. **Payment:**

- a. Cancellation fees will be invoiced to the client and are due within 14 days from the date of the scheduled lesson.

- b. Failure to pay cancellation fees may result in the suspension of future services until outstanding fees are settled.

6. **Amendments:** PTL Golf reserves the right to amend this Policy at any time. Clients will be notified of any changes via email or through the PTL Golf website.
7. **Legal Compliance:** This Policy is governed by the laws of the United Kingdom. Clients agree that any disputes arising from or in connection with this Policy shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

By engaging in the services provided by PTL Golf, clients acknowledge that they have read, understood, and agreed to the terms outlined in this Cancellation Policy.