

BLAW Training

Booking Policy & Terms and Conditions

Last updated: August 2026

These Booking Terms and Conditions apply to all basketball coaching sessions, private training sessions, group sessions, camps, clinics and other services booked through BLAW Training ("BLAW Training", "we", "us" or "our").

By making a booking with BLAW Training, you confirm that you have read, understood and agreed to these terms.

1. Bookings

A booking is only considered confirmed once payment has been received and the booking has been accepted by BLAW Training.

Due to the nature of our business, BLAW Training does not operate from a single permanent venue. Sessions are therefore subject to venue availability, court availability and location.

Where a specific venue has not been confirmed at the time of booking, BLAW Training will confirm the venue and relevant details as soon as reasonably possible.

We reserve the right to use alternative suitable venues where the originally intended venue becomes unavailable.

2. Coaching Fees & Court Hire

Unless specifically stated otherwise, the price shown when booking covers the **coaching service only**.

Court hire fees are not included in the booking price and may be payable separately.

Where court hire is required, the customer will be informed of the applicable court fee before the session takes place.

Court hire fees are subject to the availability and pricing of the venue being used and may vary depending on location, date and time.

BLAW Training is not responsible for increases in venue or court hire charges imposed by third-party facilities.

3. Booking Confirmation

Customers are responsible for checking their booking confirmation carefully, including:

- Date
- Time
- Location
- Player name
- Session type
- Court hire requirements
- Any additional charges

If you believe any information is incorrect, please contact us as soon as possible.

4. Customer Cancellations

Because BLAW Training reserves coaching time and, where applicable, incurs venue and court-related costs in advance, cancellations can result in costs that cannot easily be recovered.

We therefore operate the following cancellation policy:

More than 48 hours before the session

Customers may request to reschedule their booking, subject to availability.

Where appropriate, BLAW Training may offer a credit or alternative session rather than a monetary refund.

Between 24 and 48 hours before the session

BLAW Training may offer a rescheduled session or booking credit at its discretion.

Where a customer requests a refund, we reserve the right to retain an amount reasonably reflecting costs already incurred and losses resulting from the cancellation.

Less than 24 hours before the session

Bookings cancelled within 24 hours of the scheduled session will generally **not be eligible for a refund or transfer**, except where required by applicable law or where BLAW Training agrees otherwise at its discretion.

This is because it is unlikely that the coaching time and/or court booking can be resold at such short notice.

5. No-Shows and Late Arrivals

If a customer fails to attend a booked session without providing reasonable notice, the booking will normally be treated as fulfilled and no refund will be provided.

Late arrival does not normally extend the scheduled session.

For example, if a customer books a 60-minute session and arrives 15 minutes late, the session will generally still finish at the originally agreed time.

This ensures fairness to other customers and protects the availability of the coach and venue.

6. Rescheduling

We understand that circumstances can change.

Where possible, BLAW Training will try to accommodate reasonable requests to move a booking.

Any rescheduled session is subject to:

- Coach availability
- Court availability
- Venue availability
- The availability of the customer

Rescheduling is not guaranteed and may be refused where insufficient notice is provided.

Where BLAW Training agrees to reschedule a booking, the original payment will normally be transferred to the new booking rather than refunded.

7. Venue Availability & Changes

BLAW Training uses third-party sports facilities and does not guarantee the availability of a particular venue unless that venue has been specifically confirmed in writing.

If a venue becomes unavailable due to circumstances outside our reasonable control, including:

- Venue closure
- Double booking
- Maintenance
- Facility issues
- Emergency repairs
- Health and safety concerns
- Weather or environmental conditions
- Changes imposed by the venue operator

we may move the session to another suitable venue, change the session time, or reschedule the session.

We will make reasonable efforts to provide customers with as much notice as possible.

Where reasonably possible, our first option will be to **reschedule or relocate the session rather than cancel it**.

8. BLAW Training Cancellation

Occasionally, BLAW Training may need to cancel or significantly change a session due to circumstances outside our reasonable control.

Where this occurs, we will make reasonable efforts to:

1. Reschedule the session;
2. Offer an alternative suitable session or venue; or
3. Where appropriate and legally required, provide a refund or credit for the affected service.

BLAW Training will not be responsible for additional costs incurred by customers as a result of a venue change or cancellation, such as travel, accommodation or other personal expenses, except where required by law.

9. Court Closures & Third-Party Facilities

BLAW Training does not own or control the majority of facilities used for coaching.

As a result, we cannot guarantee that a third-party venue will remain available after a booking has been made.

Where a third-party facility cancels or becomes unavailable, BLAW Training will make reasonable efforts to secure an alternative facility or rearrange the session.

Where an alternative suitable facility is available, the customer agrees that the session may be moved to that facility.

10. Credits Instead of Refunds

Where appropriate, BLAW Training may offer a **booking credit** as an alternative to a monetary refund.

Credits may be used towards a future BLAW Training session, subject to availability and any applicable conditions communicated at the time the credit is issued.

Credits are not normally transferable to another person unless BLAW Training agrees otherwise.

11. Promotional Offers & Discounts

Promotional prices, early-bird offers, introductory offers and discounted bookings may have additional conditions.

Unless otherwise stated, promotional bookings are subject to the same cancellation and rescheduling terms contained within this policy.

12. Player Health & Fitness

Customers and/or parents or guardians are responsible for ensuring that the player is physically able to participate in basketball activities.

Any relevant injury, medical condition, limitation or other circumstance that may affect participation should be communicated to the coach before the session.

Players should not participate if they are unwell or unable to safely take part.

BLAW Training reserves the right to stop a player from participating where the coach reasonably believes that continuing could create a health or safety risk.

Nothing in these terms excludes or limits any liability that cannot legally be excluded or limited.

13. Player Behaviour

All players are expected to behave respectfully towards coaches, other players, venue staff and members of the public.

BLAW Training reserves the right to remove a player from a session where their behaviour is considered seriously disruptive, abusive, threatening or unsafe.

In serious circumstances, the customer may be refused future bookings.

14. Parents & Guardians

For players under the age of 18, the person making the booking confirms that they are the player's parent, legal guardian or otherwise authorised to make the booking.

Parents and guardians are responsible for providing accurate emergency contact and relevant player information.

Unless specifically agreed otherwise, parents/guardians remain responsible for their child before and after the scheduled coaching session.

15. Personal Belongings

Customers are responsible for their own belongings and equipment.

BLAW Training is not responsible for loss, theft or damage to personal belongings brought to a session, except where liability cannot legally be excluded.

16. Photography & Video

BLAW Training may occasionally take photographs or video footage during sessions for coaching, educational or promotional purposes.

Where required, appropriate consent will be obtained.

Customers who do not wish their child to appear in promotional photography or video should notify BLAW Training in advance.

17. Changes to Services

BLAW Training reserves the right to make reasonable changes to session structure, coaching staff, venue or delivery arrangements where necessary to operate the service effectively.

Where a change materially affects the service booked, we will communicate this to the customer and take reasonable steps to provide an appropriate alternative.

18. Circumstances Outside Our Control

BLAW Training will not be responsible for failure or delay in providing a service where this results from circumstances that are genuinely outside our reasonable control.

This may include, but is not limited to:

- Extreme weather
- Venue closure
- Transport disruption
- Government restrictions
- Public health emergencies
- Serious illness or injury affecting the coach
- Power failure
- Facility damage
- Emergency situations
- Industrial action
- Other circumstances beyond our reasonable control

Where such circumstances occur, we will make reasonable efforts to reschedule or provide an appropriate alternative.

19. Refunds

BLAW Training is a small independent business and operates by reserving coaching time and, where applicable, purchasing venue access in advance.

For this reason, **refunds are not our default remedy for cancellations or changes requested by customers.**

Where possible, we will seek to provide a rescheduled session, alternative venue or booking credit.

Where a refund is legally required, or where BLAW Training determines that a refund is appropriate, it will be processed using the original payment method where reasonably possible.

Nothing in these terms is intended to remove or restrict any statutory consumer rights that cannot legally be excluded.

20. Complaints

We want every customer to have a positive experience.

If you have a concern regarding a session or booking, please contact BLAW Training as soon as reasonably possible so that we have an opportunity to investigate and resolve the matter.

We will consider complaints fairly and aim to respond within a reasonable period.

21. Limitation of Liability

Nothing in these terms excludes or limits liability where doing so would be unlawful.

This includes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

Subject to the above, BLAW Training will not be responsible for indirect or consequential losses that are not reasonably foreseeable.

22. Agreement to These Terms

By completing a booking and making payment, the customer confirms that they have had the opportunity to read these Booking Terms and Conditions and agree to them.

These terms should be read together with any specific information provided during the booking process.

If there is a conflict between these terms and specific booking information expressly agreed in writing by BLAW Training, the specific booking information will apply.

23. Contact

For questions regarding bookings, cancellations, rescheduling or these terms, please contact BLAW Training through the contact details provided on our website.

BLAW Training

Elite Basketball Development & Coaching