

Cancellation Policy

When you book your child onto any JM Sports Camp, we understand that plans can sometimes change. Please see our cancellation terms below:

24-Hour Cooling-Off Period

You may cancel your booking within 24 hours of making it and receive a full refund, minus a 5% handling fee. This deduction covers charges applied by our online booking system.

Cancellations Made More Than 7 Days Before Camp (After the First 24 Hours)

If you cancel after the 24-hour period but at least 8 days before the camp start date, we are unable to offer a cash refund. However, you may transfer your booking to the next available camp or another camp of your choice at no additional cost.

Cancellations Within 7 Days of Camp Start Date

Cancellations made within 7 days of the camp start date will result in the full booking fee being retained. Unfortunately, transfers or refunds cannot be offered at this stage due to venue arrangements and staffing commitments already being confirmed.

How Cancellations Must Be Made

All cancellations must be made via a phone call or private message to our Facebook Page. The date and time the call/message is received will determine the applicable cancellation terms. Failure to attend without prior written cancellation will result in the full booking fee being retained.

Contact number: 07805639599

Facebook Page: JM Sports Coaching Hartlepool

Illness / Injury Policy

In the event of illness or injury preventing attendance, we may offer a camp credit. Credits are valid for the following two camps only and are non-transferable.

Camp Cancellation by JM Sports Camps

In the unlikely event that JM Sports Camps needs to cancel a camp due to unforeseen circumstances (including but not limited to low enrolment, extreme weather, venue issues, or staff illness), a full refund or alternative date will be offered.

Behaviour / Removal Clause (Important for sports camps)

This protects staff and other children.

JM Sports Camps reserves the right to remove any child whose behaviour is deemed unsafe or disruptive. In such circumstances, no refund will be provided.

We appreciate your understanding as we strive to deliver a professional and well-organised experience for all families. We look forward to welcoming you to our upcoming camps.

JM Sports Camps Team