

## Cancellations Policy

At A1 Football Factory we want you to be happy with any purchases you make from us. We understand that sometimes you as the customer may need to cancel an arranged event or service. All cancellations are subject to the terms as laid out in this policy. For the subject of this policy, the term "booking" shall be used to describe any event or service purchased from us.

### Notice Period

Any cancellations received up to, and in advance of 14 days prior to the commencement of your booking will be 100% refunded upon receipt of your cancellation request. Any cancellations after this time will be handled at our discretion depending on the nature of the cancellation and our ability to reallocate the booking to another customer. It is not our policy to punish customers for cancellations, but cancellations can lead to a significant loss of income and as such in some circumstances it remains necessary for us to charge partly or in full for the booking.

### Cancellation Requests

To request a cancellation you must contact us in writing, either via email or via post. When writing to us to request a cancellation, please include any details of your booking, including if you have received one booking identification number, your full name and contact details. Cancellation request emails should be sent to: [team@a1footballfactory.com](mailto:team@a1footballfactory.com) and any postal requests sent to: A1 Business Park, Knottingley WF11 0BU.

### Rearrangements

Depending on the nature of your booking, it may be possible to rearrange it for an alternative date. If this is something you wish to pursue, then you can contact us to enquire about this. Please be aware that for some bookings whilst a rearrangement may be possible, there may be a fee for rearrangement, charged at our discretion.

### Statutory Rights

Your statutory rights are not affected by our cancellations policy.

### Feedback

We welcome any feedback about our service and this policy, feel free to contact us to give us any feedback or to enquire about anything if you find it unclear.