

Ben Hall PGA

Scheduling, Vouchers, Packages and Cancellation Policy.

1. Scheduling Lessons

- Lessons can be scheduled through our website, by phone, or in person. (www.benhall-pga.com)
- Payment is required at the end of the lesson or first lesson if the purchase is a package. A pre-payment only required for the purchase of a golf lesson voucher. The cancellation policy applies for all services.

2. Vouchers and Packages.

- Vouchers are valid for 6 months from the date of purchase, unless specified on the voucher.
- Any lesson packages are valid from 6 months of the purchase date or unless the package is specified during a specific date period; such as “Trackman Winter Package”, which is valid from October - March each year.
- Vouchers must be presented at the time of booking or pre-confirmed in an email.
- All pre paid lessons using a voucher must contact Ben Hall PGA (benhallpga.coaching@gmail.com) before booking a lesson.
- If you are unable to use your voucher or package within the validity period due to ill health or injury, please contact us, and we will happily extend the voucher validation.

Cancellation Policy.

We understand that unforeseen circumstances may arise, leading to the need to cancel rescheduled lessons. However, to ensure fairness and proper scheduling, we enforce the following cancellation policy:

1. Cancellation within 24 Hours: Clients who cancel their lesson within 24 hours of their scheduled appointment are subject to payment for the lesson or will lose their pre paid lesson.

2. Cancellation Procedure: To cancel a lesson, clients must notify us via email (benhallpga.coaching@gmail.com) or by phone (01509582701) at least 24 hours before the scheduled appointment time.

3. Exceptions: We recognise that emergencies and exceptional circumstances may occur. In such cases, please contact us as soon as possible to discuss your situation.

4. Payment Process: Payment for the cancelled lesson must be made within 24 hours of the cancellation notification.

5. Future Bookings: Clients with outstanding payments due to late cancellation may be required to settle their dues before scheduling future lessons.

6. Non-Attendance: Failure to attend a scheduled lesson without prior notice will be treated as a cancellation within 24 hours, payment will be required or forfeited.

Please note that adherence to this policy ensures fair treatment for both our clients and instructors. Thank you for your understanding and cooperation.

(This policy is valid and implemented since October 2015 - Any queries contact benhallpga.coaching@gmail.com / www.BenHall-PGA.com)