

RealKick Cancellation Policy

Section 1: General Provisions

From here on, a “Coach” or “Coaches” shall refer to anyone(s) who is providing a private or public session through the RealKick mobile application. A “Parent” shall refer to any adult who has used the RealKick mobile application to book a private or public session.

A “session” shall refer to a private session created by a Coach on RealKick. A “booked session” shall refer to a session that has been reserved by a Parent or a group of Parents.

Each session is preceded by a “no cancellation period”. The no cancellation period begins at some point in time before the start of the session. The length of the no cancellation period is set to 24 hours. The session can not be modified after it has been booked, thus the length of the no cancellation period can not change after a parent has booked the session, unless the administrators of the RealKick application have determined there is a need to change the cancellation time.

Before the no cancellation period has begun, either the coach or the parent can cancel the session with no charge and no penalty.

Section 2: When Parent’s Cancel Sessions

When parent’s cancel before the no cancellation period has begun, they are not charged for the session. Parent’s who have joined a group session may individually cancel their player’s participation in the session without effecting the participation of other players in the same session.

When a parent cancels a session after the no cancellation period has begun and there are no other players still in the session, they will be charged half of the price of the original session cost regardless of reason.

Parents who wish to appeal this may do so by sending an email to support@realkick.com. Please explain the circumstances and why you

believe a refund is appropriate. Only if a coach is in breach of the cancellation policy below will the appeal be considered. We reserve the right to deny refunds to anyone who can not demonstrate a breach of contract.

If a coach fails to show up to a session, the parent should immediately contact support@realkick.com for a refund.

Section 2.1: When Parents Remove All Payment Methods

If a parent removes all of their payment methods from the system in the RealKick app, they will have one hour to replace the payment method before all of their sessions inside of the cancellation period are canceled. This cancellation will in effect act as if the parent themselves had canceled the session and they will be charged half price for the session.

The exception to this rule will be if the session and the act of removal occur in the same hour block. (Defined as the time between the bottom of the hour at minute 00 to the top of the hour at minute 59). If they do, then the parent will be charged full price of the session.

If a parent fails to replace the payment method in 12 hours from the time all payment methods have been removed, then all other sessions in which a parent's player is a participant of on the app will be canceled.

Section 3: Coaches Expected Responsibilities

Coaches are expected to show up to their sessions on time. If they do not show up on time, they are expected to extend the length of their session to match the duration of their original session.

Should any Coach fail to show up to a session, they're RealKick account will be suspended pending an investigation. Should a coach fail to provide a compelling reason why they missed the session, their account will be terminated immediately and all future sessions canceled.

Coaches are expected to provide safe environments for players to train. This includes location and weather. Coaches assume all responsibility for a player during their session as per the Terms of Service for RealKick.

Section 4: When Coaches Cancel Sessions

Coaches that cancel sessions before the no cancellation period starts suffer no penalty. Whenever a coach cancels a session, the parent will receive notification indicating that the session has been canceled.

Coaches that cancel sessions after the no cancellation period starts **MUST** provide a reason. All reasons will be investigated. Should a coach not be able to provide an approved reason, a strike will be levied on the coaches account. All strikes are given at RealKick's discretion and can not be appealed once given.

A coach with 2 strikes on their account will receive a monetary penalty of 10% of session price for 5 sessions.

A coach with 3 strikes will have their account disabled. Disabled accounts can be appealed after 6 months of the last strike.

Valid reasons for canceling a session are:

1. Local weather (all weather cancellations will be investigated)
2. Personal emergency with documented proof (car accident, death in the family, etc.)
3. Acts of God and Nature (Pandemics, etc.)
4. Unforeseen circumstances outside of the coaches control that does not fall under the first three provisions.

The purpose of the cancellation policy is to discourage bad actors while providing the company with enough flexibility to ensure hard working coaches and well-intentioned parents are not penalized.