



## **ALL IN ONE SALES AND REFUNDS**

All applications must be accompanied by the relevant fees.

Applications made via phone or email are not considered confirmed until payment is received by ALL IN ONE SPORTS.

In the event of a cancellation, membership fees can only be transferred to another person or credited toward the preceding season or the next program.

All services and goods related to ALL IN ONE are subject to a 5% VAT.

Full payment must be received prior to attending any class or activity.

Payment can be made at the training facilities or during sign-ups using cash, a check payable to TOTAL ABILITY PERSONAL SPORT COACHING SERVICES EST, credit card, or online payment (after receiving an email with the appropriate link).

ALL IN ONE reserves the right to charge a service fee of 50 AED if a check is not covered or is filled out incorrectly.

The initial choice of membership is final, and no changes in fees for longer membership options will be accepted later in the season or program, unless ALL IN ONE is notified within a maximum of 2 weeks after the payment date.

Refunds will be calculated on a pro-rata basis using the number of unused membership sessions remaining in the season or program.

ALL IN ONE reserves the right to deduct a 5% processing and administration fee from the total refund amount.

A decision regarding a refund will be made within 10 days of receiving the application by ALL IN ONE MANAGEMENT, and the refund may take up to 20 days to process and issue from the agreed-upon refund date.

If a participant is unable to attend a class or activity due to injury or any other medical reasons, the missed sessions can be compensated in the form of credit toward the next program, a make-up session upon recovery, or a refund by check (no cash refunds will be provided), strictly upon submission of a medical report. If the make-up session is not attended, no further credit or refund options will be available.

If a participant is unable to attend a class, For private 1-1 sessions and a credit towards the next session to be applicable. The participant must inform the coach by 8am on the day of the session, if the session is after 1pm that day. If the session is before 1pm the participant must inform the coach by 8pm the evening before. The missed sessions can be compensated in the form of credit toward the next program,



a make-up session upon recovery, or a refund by check (no cash refunds will be provided), strictly upon submission of a medical report. If the make-up session is not attended, no further credit or refund options will be available.

Holiday periods such as Christmas and Easter are not exempt from any type of membership or training packages. The ALL IN ONE Sports calendar is shared with members before enrollment, and all holidays are communicated to parents in advance. Refunds or compensations will not be granted for holidays, including but not limited to National Holidays declared by the UAE Government.

5-session class packages must be used within 6 weeks from the date of purchase.

10-session class packages must be used within 3 months from the date of purchase.

After School Activities expire at the end of each term, and a new payment will be required for the next term. Classes are offered on a first-come, first-served basis.