

238 SOCCER ACADEMY



Private Training Policies & Client Handbook

Our mission is to provide a professional, structured, safe, and positive training environment where every player is challenged to reach their full potential while maintaining the highest standards of professionalism and respect.

1. Scheduling & Booking

- a. All sessions must be scheduled in advance.
- b. Sessions are reserved on a first-come, first-served basis.
- c. Payment confirms your reservation.
- d. Reserved sessions are held exclusively for the registered athlete.

2. Payment Policy

- a. Full payment is required when scheduling.
- b. Accepted methods: Zelle, Venmo, Cash App, or Invoice.
- c. Unpaid sessions may be released without notice.

3. Cancellation & Rescheduling

- a. Minimum 24-hour notice is required.
- b. Cancellations under 24 hours are charged in full.
- c. No-call/no-show forfeits the session.

4. Late Arrival

- a. Arrive 5–10 minutes early.
- b. Sessions finish at the scheduled time.
- c. Lost time cannot be recovered.

5. Weather

- a. Outdoor sessions may be postponed for unsafe conditions.
- b. Coach Tiago makes the final decision regarding cancellations.

6. Player Code of Conduct

- a. Respect coaches, teammates, opponents, and facilities.
- b. Maximum effort and a positive attitude are expected.
- c. Disrespectful behavior may result in immediate dismissal without refund.

7. Parent Guidelines

- a. Observe and encourage.
- b. Please avoid coaching during sessions.
- c. Questions should be discussed before or after training.

8. Packages

- a. Packages expire according to the purchased agreement.
- b. Sessions are non-transferable unless approved.

9. Safety & Liability

- a. Wear appropriate soccer equipment.
- b. Bring water to every session.
- c. Participation is voluntary and at your own risk.
- d. 238 Soccer Academy is not responsible for injuries, lost items, or damaged property.

10. Client Agreement

By registering for training, you acknowledge that you have read, understood, and agreed to abide by these policies and procedures.

