

## FC Extra Cancellation and Make-Up Session Policy

### 1. Overview

Our monthly football (soccer) subscription provides players with one session per week on a designated day of their choice. Players are entitled to **1 make-up opportunity per month** for missed sessions. Each subscription comes with a minimum commitment period, as outlined below.

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### 2. Missed Sessions

- **No-Show Policy:** If a player fails to attend their scheduled session without prior notice, it will be considered a missed session. **No make-up opportunity will be given for no-shows.**
  - **Cancellation Notice:** To be eligible for a make-up opportunity, players must notify FC Extra **at least 24 hours in advance** of their scheduled session. Failure to provide timely notice will result in the session being marked as missed, and no make-up opportunity will be provided.
  - **Automatic Transfer of Make-Up Opportunities:** If a player misses **2 sessions in a month**, **1 make-up opportunity will automatically transfer to the following month.** This ensures flexibility for players while maintaining fairness.
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### 3. Make-Up Opportunities

- **Usage:** Players are allotted **1 make-up opportunity per month** to reschedule missed sessions. Make-up sessions must be scheduled within the same calendar month or 4-week subscription period and are subject to availability.
  - **Expiration:** Unused make-up opportunities **do not carry over to the following month**, except in cases where a player has missed 2 sessions in a month (as outlined in Section 2).
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### 4. Subscription Cancellation

- **Until August 1st, 2025:** Players must provide a written notice of at least **1 month** before the start of the next billing cycle to cancel their subscription. Cancellations made with less than 1 month's notice will take effect at the end of the following billing cycle.
- **After August 1st, 2025:** FC Extra will transition to a **1-season model**. Subscriptions will automatically renew for a **10-month season**. Players who wish to terminate their contract must complete their current 10-month

subscription period. After the 10-month period, players may switch or cancel their subscription.

- **Refunds:** No refunds will be issued for the current billing cycle if a player cancels after it has started. Refunds are not available for unused sessions or make-up opportunities.
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## 5. Long-Term Injury or Illness

- If a player sustains a long-term injury or illness, proven by a medical expert, FC Extra will follow a **1-month termination period policy**. The player must provide written notice along with medical documentation to initiate the termination process.
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## 6. Reactivation

- To reactivate a canceled subscription, a new subscription agreement must be completed. Reinstatement is subject to availability and may require payment of a new subscription fee.
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## 7. Weather Circumstances

- FC Extra may cancel training sessions due to **extreme weather circumstances** (e.g., heavy rain, storms, or unsafe playing conditions). In such cases, **no refund will be issued**, but affected players will be offered a **make-up session** subject to availability. Make-up sessions must be scheduled within the same calendar month or 4-week subscription period.
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## 8. Changes to Policy

FC Extra reserves the right to amend this cancellation policy at any time. Changes will be communicated to subscribers via text, email, or through our website. Continued use of the subscription services constitutes acceptance of the revised policy.

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## 9. Contact Information

For any questions or to submit a cancellation request, please contact us at:

**Email:** [contact@fcextra.com](mailto:contact@fcextra.com)