



ProBound Training Policies and Procedures

Before You Reserve, Read This:

- All private lessons are booked online and not through a staff member. Our online process is quick, easy and efficient!
- Parents will be able to see all available trainers schedules and book lessons accordingly.
- Sessions must be paid in full to reserve time slots
- Parents do not need an 'ok' from our staff to book. If the time slot is available you can book it.
- Parents can book as many lessons as they would like.
- We will do our best to have trainers availability shown for that season.
- Each season the times we have available for private lessons change
- All lessons cancelled within 24 hour will not be charged. If lessons are cancelled within 24 hours, parents do have the option to rebook a lesson in 30 days at no charge. If the session is completely cancelled within 24 hours, with no reschedule, the session fee will be charged.

General Private Instruction Information

- All trainers have to go through a certification process to be able to do private lessons
- Customized plans are tailored to the player's strengths and weaknesses.
- Players must bring their own basketball
- Sessions are 60 minutes in length.
- If this is your first time, you can call our office to explain your players needs and we can suggest a staff member to work with (and also have them reach out to you!).

General Group Instruction Information

- Players must form their own small group. Our staff does not put the groups together.
- Group Sessions are booked through this appointment application as well. One parent will have to fully reserve the time slot and then immediately contact us (info@proboundtraining.com) to let us know how many players will be attending.
- The rate will be based on the amount of players who physically attend the session, not how many are reserved for the session. If one member of the group does not show up the rate will be revised accordingly.
- If this is your first time, you can schedule a FREE consultation to explain your players needs and get training plan developed and we can suggest a staff member to work with (and also have them reach out to you!).
- Players must bring their own basketball
- Sessions are 60 minutes in length.

CANCELLATION & REFUND POLICY

- A spot is reserved for every athlete who has pre-booked/pre-paid for a class or training sessions.
- Once a package is purchased it is non-refundable and non-transferable (to other accounts).
- Please note expiration date upon purchasing (12 months from the date of purchase).
- If you cannot attend a session you have booked, you have 24hrs to cancel the class in order to receive the credit back to your account.
- All cancellations must be emailed to info@proboundtraining.com or con-tact the trainers directly via phone.

PAYMENTS & BOOKING POLICY

Payment Policy

- All sessions must be paid for in full before players are allowed to participate.
- Siblings are not allowed to share one package of sessions. We do have a siblings discount.

Booking Policy

- Workouts are in high demand and court-time is very limited, therefore we cannot reserve any dates/times for sessions unless the session has been paid for in advance.
- We only offer discounted rates for our private session packages, however we have one flat rate if you choose to book one session at a time.

TRAINING FEES

- Private Lesson Fee: Dependent upon training program
- Group Lesson Fee:
 - 2 Players- \$60/Player
 - 3 Players- \$45/Player
 - 4-6 Players- \$30/Player