

## **Dlang Training Academy powered by SPSA**

Chemin des Charbonnières 21

1055 Froideville, Switzerland

info@dlangtraining.ch

078-683-36-04

IDE CHE – 298.764.955



## **Cancellation Policy for Dlang Training Academy basketball camps**

Thank you for considering participating in our Dlang Training Academy camps. We understand that circumstances may arise where you need to cancel your registration. However, please note that we have a cancellation policy in place to ensure fairness and manage the logistics and resources involved in organizing our camps.

### **Cancellation Fee:**

Cancellations are accepted in the case of an accident or illness, supported by a medical certificate. Otherwise, you are able to cancel the camp purchased up until 1 month before the start date for a 100% refund. If cancellation occurs 14 days prior to the camp start date, you will receive a 50% refund. For more information, please send us email at [info@dlangtraining.ch](mailto:info@dlangtraining.ch)

### **Cancellation Procedure:**

To cancel your participation in our camps, please notify us in writing via email or through our official cancellation request form. The cancellation request must be received at least 14 days before the start of the camp to be eligible for a 50% refund.

### **Refund Process:**

To facilitate the refund process for your cancelled participation in our Dlang Training Academy camps, please provide us with the following bank account details:

Bank Name:

Account Holder Name

Account Number

Routing Number (if applicable)

SWIFT/BIC Code (for international transfers)

Once we receive your bank account details, we will initiate the refund within 14 business days. Please ensure the accuracy of the provided information to avoid any delays or complications.

**Dlang Training Academy powered by SPSA**

Chemin des Charbonnières 21

1055 Froideville, Switzerland

info@dlangtraining.ch

078-683-36-04

IDE CHE – 298.764.955



**Exceptions:**

Please be aware that the cancellation fee is applicable to all participants regardless of the reason for cancellation. Exceptions or waivers to the cancellation fee will only be considered under extenuating circumstances, such as medical emergencies or unforeseen events beyond the participant's control. Supporting documentation may be required for such exceptions. We recommend that you carefully review the camp details, dates, and your availability before registering to minimize the chances of cancellation.

**Contact Information:**

If you have any questions or need further clarification regarding our cancellation policy, please feel free to contact us using the following information:

Phone: +41-78-683-3604

Email: [info@dlangtraining.ch](mailto:info@dlangtraining.ch)

By proceeding with the registration, you acknowledge that you have read, understood, and agreed to the terms and conditions, including the cancellation policy, outlined above.

We appreciate your understanding and cooperation. We look forward to providing you with an exceptional basketball experience at our Dlang Training Academy camps.