



Refund & Cancellation Policy

How Cancellations, No-Shows, and Refunds Are Handled on CoachNest

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1. Purpose

This policy explains how cancellations, late arrivals, no-shows, and refunds are handled for bookings made through the CoachNest Platform. It forms part of, and should be read together with, CoachNest's Terms of Service and Client Terms & Conditions.

2. Client Cancellations

Clients may cancel a confirmed booking at any time through their account.

- More than 12 hours before the scheduled session: the Client receives a full refund of the amount paid, including the Booking Fee.
- Less than 12 hours before the scheduled session: no refund is issued, and the Coach receives full payment for the session.

3. Coach Cancellations

If a Coach cancels a confirmed booking for any reason, the Client receives a full refund of the amount paid, including the Booking Fee. The cancellation is recorded against the Coach's profile. Repeated cancellations by a Coach may result in reduced search visibility, suspension, or removal from the Platform.

4. Client No-Shows

If a Client fails to attend a confirmed session without cancelling in advance, the booking is treated as completed, the Coach receives full payment, and no refund is issued to the Client.

5. Coach No-Shows

If a Coach fails to attend a confirmed session, the Client receives a full refund. CoachNest will investigate the circumstances and may take disciplinary action against the Coach, up to and including suspension or removal from the Platform.

6. Late Arrivals

If either party expects to be late, they should notify the other as soon as reasonably possible through the Platform. Where a Client or Coach arrives late, the Coach may, at their discretion, continue the session for its full scheduled duration, shorten the session, or reschedule it. CoachNest encourages both parties to reach a fair arrangement between themselves in these situations.

7. Exceptional Circumstances

CoachNest recognises that unforeseen events may occasionally prevent a booked session from taking place, including medical emergencies, severe weather, family emergencies, government restrictions, or safety concerns. Requests for a refund or exception outside the standard cancellation windows above will be assessed by CoachNest on a case-by-case basis, taking into account the circumstances and any supporting evidence provided.

8. Disputes

If a Client and Coach disagree about whether a session took place, whether proper notice of cancellation was given, or whether a refund is due, either party may raise the matter with CoachNest support. CoachNest may request supporting evidence, including messages, screenshots, photographs, or call records, and will make a decision based on the information available and this policy.

9. How Refunds Are Processed

Approved refunds are processed back to the Client's original payment method wherever possible. Processing times may vary depending on the Client's bank or payment provider and are generally outside CoachNest's control once a refund has been initiated.

10. Booking Fee Treatment

Where a full refund is issued to a Client under this policy (for example, following a timely cancellation, a Coach cancellation, or a Coach no-show), the Booking Fee paid by the Client is refunded along with the coaching fee. Where no refund is due to the Client under this policy (for example, a late cancellation or Client no-show), the Booking Fee is retained by CoachNest as it would be for any completed booking.

11. Statutory Rights

Nothing in this policy limits any right you may have under the Consumer Protection Act 68 of 2008 or other applicable law. This policy sets out CoachNest's standard approach to cancellations and refunds within the marketplace; it does not affect any separate legal remedy you may have against a Coach directly for that Coach's own conduct.

12. Changes to This Policy

CoachNest may update this policy from time to time. Changes will be reflected on this document and, where material, communicated to Users through the Platform or by email.

13. Contact

Questions about a specific booking, cancellation, or refund can be directed to CoachNest support at coachnestt@gmail.com.