

The Sports and Coaching Camp Business Guide

# Cancellation, disruption, and complaint messages

Add your details and work through this sheet with your team.

Camp / programme

Prepared by

Date

## Camp cancellation

Subject: Important change to [offering and dates]

Hello [name],

We are sorry that we cannot run [offering] as booked because [brief accurate reason].

We will refund [amount] through [method]. We will initiate it by [date]. Any further processing time depends on the payment provider. [State only verified information.]

We also have [optional alternative, if real]. You do not need to accept it instead of a refund where a refund is due.

Contact [route] with questions. We are sorry for the disruption.

[Responsible person]

## Complaint acknowledgement

Hello [name],

Thank you for telling us about [brief concern]. I understand that you are seeking [requested outcome].

[Named person or role] is reviewing the relevant facts. We will update you by [date/time] through [channel].

Please send any further private details through [secure route].

[Name]

Urgent medical, missing-person, or safeguarding concerns must go straight to the relevant emergency or reporting process. Do not use this acknowledgement as a reason to delay action.