



Cancellation Policy

Any scheduled booking may be canceled by the client at any time. Cancellation charges may apply if cancellations were not made within the required notice periods:

- Premium / Recurring bookings: at least 6 hours before the scheduled commencement time.
- Standard Bookings (sitting or ride): at least 45 minutes before the scheduled commencement time.

The cancellation fee charged will be calculated at 100% of the estimated fee of that session.

Schedule Changes: Any changes to the scheduled booking should be communicated to the Independent Service Provider as soon as possible, but no later than 1 hour before the scheduled commencement time. A scheduled session cannot be edited in the app, and you should either contact the Soccermom Office for assistance (office hours apply), or cancel and reschedule the booking via the app. Please note that schedule changes made by our office is charged at Standard Ride Rates.

Schedule changes outside the required notice period will be considered as "cancellations" and the same charges will apply.

Soccermom Office Hours:

Monday to Thursday: 8am to 4pm

Fridays: 8am to 2pm

Weekends / Public Holidays: closed

Contact Details:

+27 82 849 1848 or help@soccermom.co.za