



**UNDEFEATED**  
**QUARTERBACK TRAINING**

## Standard Procedures + Logistics for New and Existing Clients

### CLIENT COMMUNICATION

- As the program continues to grow at a rapid pace, emailing [info@undefeatedqbt.com](mailto:info@undefeatedqbt.com) is the best, most reliable way to communicate about all training matters. We try to answer as quickly as possible, but please allow 2 business days for responses. Coach Malcolm welcomes personal communication, but texts and calls directly to him have the potential to get lost in the shuffle.

### BEFORE SCHEDULING YOUR FIRST SESSION WITH UQBT

- All new clients must email [info@undefeatedqbt.com](mailto:info@undefeatedqbt.com) to set up a pre-session meeting with Coach Malcolm before scheduling the first session. The goal of this meeting is to better understand the prospective quarterback and share general information and logistics about the training program.

### AFTER SCHEDULING A SESSION

- Session locations will be sent out 24-48 hours in advance of the session. Locations vary between Trinity Episcopal School, Hermitage High School, and Mary Munford Elementary School.
- Session changes will be shared via email from [info@undefeatedqbt.com](mailto:info@undefeatedqbt.com). Please refer to the refund and cancellation policy below for more details.

### INCLEMENT WEATHER PROCEDURE

- We value safe and effective training conditions and for that reason, sessions can be canceled due to inclement weather. Cancellations will be communicated via email.
- Group sessions can be canceled up to 24 hours in advance due to clients traveling farther distances.
- In the event of this type of cancellation, we will offer a reschedule opportunity.

### REFUND + CANCELLATION POLICY

#### Refund Policy

- After sessions are booked, refunds are not available.
- If UQBT is responsible for the canceled session, we will offer a reschedule opportunity.

#### Client Cancellation Policy

- In the event of a true, unavoidable emergency, a reschedule date will be issued with no fee.

- Any cancellation or reschedule made less than 24 hours in advance will result in a cancellation fee equal to 50% of the session price.
- We value having a full hour to train. With that being said, being more than 15 minutes late will result in cancellation. However, in most cases, we will do our very best to reschedule your session for another time that is convenient to you.