

# Advanced Children's Course: FAQs



## Q. WHICH TYPE OF ADVANCED COURSE IS RIGHT FOR MY CHILD?

- A. We have both Girls ONLY & Mixed (boys & girls) courses available. The courses are divided into the following age group bandings; U9-U13 & U14-U19 and players are placed in age and stage of development appropriate nets.

To ensure a safe, welcoming environment, girls who are NEW TO HARDBALL should join our GIRLS-ONLY courses rather than mixed ones. Older girls who attended the previous year's Excellence course or with county experience have the option to book on girls only, or the mixed courses.

## Q. THE COURSE IS DIRECTING ME TO A WAITLIST, WHAT NOW?

- A. on the waitlist, you do not receive a confirmation email. If a spot becomes available, you will receive an email. In the meantime, register your child onto an alternative course and if a spot becomes available on your preferred course, we can transfer your child.

## Q. I AM GETTING AN ERROR – 'REGISTRATION IS NOT AVAILABLE'. WHAT MUST I DO?

- A. This means there are too many people trying to access and book onto the course, the event can't cope with the amount. You might even be all the way to the payment page and get the 'error code'. Please wait and refresh your page and try again. The course might be full now, please add your child onto the waitlist.

## Q. I HAVE BOOKED MY CHILD ON THE WRONG COURSE.

- A. Please book and pay on the correct course and then email [info@cheshirecricketboard.co.uk](mailto:info@cheshirecricketboard.co.uk) with the details of the course you wish to be refunded.

## Q. I AM RECEIVING UNIVERSAL CREDIT.

- A. Please pay the full amount to secure your place, email proof of your Universal Credit to [info@cheshirecricketboard.co.uk](mailto:info@cheshirecricketboard.co.uk) and we will arrange a part refund.

## Q. THE WEBSITE IS VERY SLOW/FREEZING.

- A. Please remember to refresh the page before you register your child. You could be in a bad Wi-Fi area, demand at the time for that course is high, try on another device or browser, the website will only allow a certain number of bookings at a time.

## Q. WHAT EQUIPMENT WILL MY CHILD REQUIRE?

- A. A welcome email will be sent out before the course starts by the lead coach, however, invited players are expected to be hardball competent and bring their own hardball protective equipment (helmet, abdominal protector, gloves, leg pads & bat).

## Q. DO YOU USE HARDBALLS?

- A. Hardballs are used on all Advanced Courses. A new cricket ball will be provided to each participant at their first session of the course.

## Q. IF MY CHILD CANNOT MAKE A SESSION?

- A.** We are unable to offer refunds for individual sessions missed due to personal reasons or absences. Make-up sessions will also not be available, due to safeguarding policies.

See Updated T & C's - <https://www.cheshirecricketboard.co.uk/wp-content/uploads/2026/08/Course-Booking-Conditions.pdf>

**Q. CAN I PAY FOR CERTAIN SESSIONS IF I DO NOT WANT MY CHILD TO ATTEND EVERY WEEK?**

- A.** Sorry, this is not possible with the Advanced course.

Ask us another? Email [info@cheshirecricketboard.co.uk](mailto:info@cheshirecricketboard.co.uk)

**Updated: 18/09/2026**