

REFUND POLICY AND CANCELLATION POLICY

Refunds

Warrington Gymnastics Club will make a refund when we have made an error in calculating any amount due. We will also make a refund where you have made an overpayment error, to the extent of the overpayment.

Refunds will not be given for:

- 1 Any sessions missed due to holiday, illness, injury or retrospectively for sessions missed before notice of the decision to leave is notified.
- 2 Annual Club Memberships or Annual British Gymnastics Memberships
- 3 Cancelled or non attended taster session. Should you cancel a booked taster session within 48 hours of the start time we will endeavour to transfer the booking to another available time.
- 4 Warrington Gymnastics will not make a refund where a payment has been made to a third party and that party does not or will not make a refund to the Club. The refund policy of the third party will determine eligibility for a refund. For example, British Gymnastics do not refund competition entry fees.
- 5 Any entry fees paid for events such as shows or competitions will not be refunded. We advise that you are sure you can attend before committing to an event.
- 6 Where the club have incurred additional costs based on your commitment to attend. This includes fees such as holiday activities.
- 7 On any kit orders that are made to order.
- 8 Deposit payments for parties.
- 9 Non deposit payments for parties cancelled within 2 weeks of the date of the party.

Cancelling Your Membership

- 1 Membership at Warrington Gymnastics Club runs on a rolling basis until you notify us that you would like to cancel.
- 2 You may cancel your membership at any time by providing '30 days' notice. One (1) further (future) monthly payments for training fees will be due from the date that you provide notice to cancel membership. During the notice period the class place will remain open for the member to attend and once this period has been served membership will be cancelled.
- 3 Notice to cancel membership must be provided in writing. This can be done in the form of an email to: office@warringtongymnastics.co.uk or by post to Warrington Gymnastics Club, Units 8-11 Wharf Street Industrial Estate, Wharf Street, Warrington WA1 2HT
- 4 You will receive written confirmation via email of your membership cancellation. This will notify you the date of your final payment and the final class date for the member. Please retain a copy of this for your records.

Warrington Gymnastics Club

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- 5 It is your responsibility to make sure that we are correctly notified about your request to cancel your membership at Warrington Gymnastics Club.
- 6 You may cancel your membership without serving the 'notice period' if you are diagnosed with a serious medical illness or suffer an injury which prevents you from participating in gymnastics. In these cases, cancellation without a notice period will only be granted if a doctor's letter with a valid practice stamp is emailed to: office@warringtongymnastics.co.uk stating that the member must not participate in gymnastics.
- 7 The member is not entitled to enter the club once their membership has been cancelled.
- 8 Non-attendance in classes will not result in cancellation of your membership nor does it act as notice of cancellation. Cancellation of Direct Debit payments will not result in cancellation of your membership nor does it act as a notice of cancellation. As stated in condition 3 you must provide us with 30 days notice in writing if you wish to cancel your membership. Until such time that we receive your 30 day notice in writing you will remain liable for any unpaid monthly training payments.
- 9 You are not required to serve a notice period if you choose to cancel your membership during the first 30 days. The 30 days are calculated from your official start date. You are however still required to provide Warrington Gymnastics Club with written notification that you wish to cancel your membership. Providing your written notification is received by Warrington Gymnastics Club within the first 30 days you will not have to serve a 30 day notice period (see condition 3 on how to provide written notification).
- 10 Cancellation Of Membership By Warrington Gymnastics
- 11 The following circumstances may result in Warrington Gymnastics Club cancelling your membership either on a temporary or permanent basis.
- 12 A breach of the terms and conditions set out in this document.
- 13 A breach of the Warrington Gymnastics Club codes of conduct by a club member or their parent/guardian (see 'Gymnast Code of Conduct' and 'Parents/Guardians Code of Conduct' on the club website at www.warringtongymnastics.co.uk
- 14 The use of rude or abusive language, or threatening and violent behaviour towards another club member or member of staff either in person, over the phone or via email.
- 15 Causing a disturbance which effects other members and prevents them from enjoying their experience at Warrington Gymnastics Club.
- 16 If Warrington Gymnastics Club choose to end your membership as a result of the reasons stated in notes 12 to 15, you will forfeit any payments that you have made to date and you will not be eligible for any refund. Your membership will be cancelled with immediate effect.
- 17 If Warrington Gymnastics Club cancel your membership you will not be allowed to attend any classes after the cancellation date. You or the member will not be able to apply for membership at any of the Warrington Gymnastics Club venues in the future nor will you be allowed to enter any of the venues.