

Refund and Cancellation Policy

Purpose

This policy provides clarity and transparency on refund and cancellation procedures for classes, events, and services offered by Basingstoke Gymnastics Club.

Scope

This policy applies to:

- Regular gymnastics classes.
- One-off events or workshops.
- Membership fees and competition entries.

General Principles

1. Refunds and cancellations will be handled fairly and transparently.
2. Requests must be made in writing to the club's administration team.
3. Refunds may be subject to deductions for administrative fees.

Cancellation by the Club

1. If the club cancels a class or event due to unforeseen circumstances (e.g., adverse weather, facility issues):
 - A rescheduled session will be offered where possible.
 - If rescheduling is not possible, a full refund will be provided.
2. Long-term cancellations (e.g., facility closure):
 - Pro-rata refunds will be issued for missed sessions.

Cancellation by Members

1. **Gymnastics Classes:**
 - **Regular Classes:** A minimum of 30 days' notice is required for cancellations. Refunds for pre-paid fees beyond this period will be issued on a pro-rata basis.
 - **Trial Classes:** Refunds will not be issued for missed or cancelled trial classes.
2. **Workshops and Events:**
 - Cancellations made at least 14 days before the event will receive a full refund.
 - Cancellations made less than 14 days before the event are non-refundable.
3. **Competition Entries:**
 - Refunds will only be issued if the club withdraws the participant due to injury or other valid reasons. Proof (e.g., medical certificate) may be required.

Membership Fees

Membership fees are non-refundable except in the following circumstances:

1. The member relocates outside the club's service area.
2. The club is unable to provide services for a prolonged period.

Exceptions

1. Refunds will not be granted for missed sessions due to personal reasons, including illness or holidays, unless otherwise agreed in advance.
2. Medical exceptions:
 - In cases of long-term illness or injury, refunds for missed sessions may be considered on a case-by-case basis. Supporting documentation (e.g., a doctor's note) may be required.

Refund Process

1. Refunds will be issued via Bank Account Transfer from Basingstoke Gymnastics Club.
2. Any administrative fees (up to 10% of the original payment) may be deducted from the refund amount.

Special Circumstances

For special circumstances not covered in this policy, members may submit a written request for review by the club's management team.

Policy Review

This policy will be reviewed annually to ensure alignment with operational needs and member expectations.