

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 (BGC)**.

Scope

This policy applies to:

- Regular gymnastics classes (Recreational, Preschool, and Squad programmes).
- One-off events or workshops.
- Membership fees and competition entries.

General Principles

1. Refunds and cancellations will be handled fairly, transparently, and in accordance with UK consumer law.
2. Requests must be made in writing to the club's administration team.
3. Refunds may be subject to deductions for administrative fees.
4. This policy should be read alongside the **Fees & Charging Policy**.

Cancellations 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 or equivalent credit will be issued.
2. In the case of long-term closures (e.g., extended facility repairs), pro-rata refunds or credits will be applied for missed sessions.

Cancellations by Members

1. Recreational & Preschool Classes

- A minimum of **30 days' written notice** is required for cancellations.
- Refunds for pre-paid fees beyond this period will be issued on a **pro-rata basis**.
- Refunds are not issued for missed or cancelled **trial sessions**.

2. Squad Programmes (Competitive & Performance Pathways)

- Squad fees are charged monthly and reflect the **heavily subsidised nature** of the programme.
 - Squad gymnasts receive a **lower hourly rate** than recreational members.
 - Additional coaching hours at competitions, displays, and events are provided at **no extra cost**.
 - Fees contribute to the continuity of coaching, facility access, and programme support throughout the year.
- As such:
 - **Refunds are not provided** for single missed or cancelled squad sessions, whether due to illness, holidays, or personal reasons.

- In cases of **extended absence** due to injury or medical reasons, members may apply in writing for a case-by-case review (supporting documentation may be required).
- Should the club cancel a substantial portion of a squad training block (e.g., prolonged closure), a pro-rata adjustment or credit will be considered.
- A **minimum of one full calendar month's written notice** is required to withdraw from a squad programme. Fees are payable in full for that notice period.

3. Workshops and Events

- Cancellations made **at least 14 days** before the event will receive a full refund.
- Cancellations made **within 14 days** of the event are non-refundable.

4. Competition Entries

- Refunds will only be issued if the club withdraws the gymnast due to injury or other valid reason, and where the competition organiser permits a refund.
- Proof (e.g., a medical certificate) may be required.

Membership Fees

Membership fees are non-refundable except where:

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 circumstances, including holidays or short-term illness, unless otherwise agreed in advance.
2. **Medical exceptions:**
 - In cases of long-term illness or injury, refunds or credits may be considered on a case-by-case basis.
 - Supporting documentation (e.g., doctor's note) may be required.
3. **Squad exemptions** are at the discretion of the management team and assessed in the context of the club's charitable subsidy model.

Refund Process

1. All refunds are issued via **bank transfer** from Basingstoke Gymnastics Club.
2. An administrative fee (up to **10% of the original payment**) may be deducted.
3. Approved refunds will be processed within **14 working days** of authorisation.

Special Circumstances

Members may submit a written request for review by the club's management team for any exceptional situation not covered by this policy.

Policy Review

This policy is reviewed annually to ensure alignment with operational needs, fairness to members, and compliance with consumer rights legislation.