

NWG Refund and Cancellation Policy

This policy applies to all memberships, courses and sessions booked with Nile Wilson Gymnastics and forms part of our Terms and Conditions.

1. Cooling-Off Period Cancellations

You may cancel your booking during the **14-day cooling-off period**, which begins from the latest of:

- The date of initial booking
- The end of a promotional offer
- Notification of a price increase

Cancellations must be submitted **in writing** using the cancellation form on our website.

If cancelled within the cooling-off period:

- A refund will be issued for the initial payment **minus the cost of any sessions already attended**

After the cooling-off period, all memberships operate on a **rolling monthly basis**.

2. Cancellation by You (After Cooling-Off Period)

Following the cooling-off period, **30 days' notice** is required to cancel your membership.

- Cancellation requests must be made **in writing** using the online cancellation form
- We will process the cancellation and cancel your Direct Debit
- Sessions will remain booked until the **final session covered by your last Direct Debit payment**
- You will be notified of your final session date

Important

- Please **do not cancel your Direct Debit through your bank**
- If a Direct Debit is cancelled without following the correct process:
 - Access will only be permitted to sessions already paid for
 - Membership will end immediately after those sessions

- Access to further sessions will not be granted
- If you wish to rejoin Nile Wilson gymnastics any outstanding debt will need to be settled before commencement of sessions

Medical Cancellations

Memberships may be cancelled with immediate effect on medical grounds where written medical evidence from a certified medical professional is provided.

3. Termination by Nile Wilson Gymnastics

We reserve the right to terminate a membership if:

- Our Terms and Conditions are breached
- Club rules or Codes of Conduct are breached
- A gymnast's medical condition has changed without us being informed, is incorrect, or has not been disclosed
- A gymnast is unable to safely participate in sessions
- Behaviour of a member, gymnast or parent/guardian is deemed unacceptable (including complaints from other members)
- You allow another person to access or use your booked sessions

Termination may be immediate and may not be eligible for a refund.

4. Sessions

Non-Attendance

If you are unable to attend a session, please notify us by email.

- No refunds will be issued for non-attendance as your Direct Debit secures an **allocated session space**

Club or Venue-Cancelled Sessions

Other than emergencies or health and safety matters, we will provide as much notice as possible if a session must be cancelled.

If a session is cancelled:

- You will be entitled to a refund
- Refunds will be issued as **account credit in the first instance**, unless a monetary refund is requested
- We are not responsible for any associated costs arising from the cancellation

Notification will be provided by email where possible.

Tiny Tumblers & Little Flippers – Stay and Play

Where sessions are cancelled due to insufficient coaching staff, a “**Stay and Play**” session may be offered.

- Attendance at a Stay and Play session replaces the cancelled session
- No refund will be issued where a Stay and Play session is attended

5. Refunds

- Refunds will only be issued where notification is received **within 30 days**, in writing, using the Contact Us form on our website
- Refunds will be issued as **account credit in the first instance**, unless otherwise requested

6. Medical Conditions & Extended Absence

By enrolling, you confirm that the gymnast is fit and able to participate in the activities offered. Medical advice should be sought where appropriate.

If a gymnast is unable to attend **four or more consecutive sessions** due to a medical condition:

- You must notify us **before the first missed session**, in writing
- The absence must be stated as medical
- To retain the gymnast’s place, the monthly fee may be reduced to **50%** during the absence

Once a return date is confirmed in writing:

- The Direct Debit will return to the full amount from the recommencement of sessions
- A **pro-rated payment** may be required and must be paid in club before returning

You are solely responsible for determining when the participant is ready to return.

Medical evidence must be provided by a certified medical professional.

All medical documentation will be destroyed in accordance with data protection legislation and internal policies.