



NWG Booking Terms and Conditions

These Booking Terms & Conditions should be read in conjunction with our other policies and form part of your membership agreement with us.

1. Joining and Membership

- To join, you must complete the sign-up process by submitting an enquiry form via our website in which a member of the team will then be in contact to complete your booking.
- You are responsible for ensuring that all information provided about yourself and your gymnast is complete, accurate, and kept up to date for the duration of the membership. We communicate primarily via email and telephone and cannot be held responsible for any communications not received as a result of incorrect or outdated contact details.
- Membership becomes binding once the initial monthly fee has been paid. The initial monthly fee must be paid prior to the gymnast's first session and may be paid over the phone or in-club.
- Bookings may only be made up to 7 days in advance.
- Upon completion of the sign-up process, you will receive a confirmation email.
- We reserve the right to cancel a membership where we reasonably believe that information provided is incorrect, incomplete, or misleading.
- Access to the venue is permitted only for the participant and their parents, carers, or other authorised spectators.

2. Promotional Codes

- Promotional codes must be applied at the point of sign-up and cannot be applied retrospectively.
- Promotional codes may only be used once and strictly in accordance with their individual terms and conditions.
- Where a promotional code applies to the initial monthly fee, the agreed promotional rate will apply for the specified period only. Following the promotional period, the standard monthly fee will be charged automatically.
- We reserve the right to withdraw, amend, or refuse any promotional code or promotion at any time.

3. Payments

Initial Payment

- The initial monthly fee is payable prior to the gymnast's first session and may be paid over the phone or in-club.

Monthly Fee

- Sessions operate for 51 weeks per year, with a one-week closure over the Christmas and New Year period.
- The monthly fee is calculated as an equal pro-rated amount based on 51 sessions per year and spread across a 12-month period, regardless of the membership start date.
- The monthly fee is payable via direct debit and is in effect for the full duration of the membership, including months where sessions are not attended.
- It is your responsibility to set up your direct debit via the online parent portal. Accounts with no direct debit set up will incur a £2.50 administration fee and will be expected to pay in club before they attend their next session.
- This includes circumstances where access to, or use of, the venue is affected, subject to any refunds outlined in our Refund Policy.
- We reserve the right to amend the monthly fee at any time by providing a minimum of 10 working days' written notice. You may cancel your membership following such notice in accordance with our Cancellation Policy.

Failed Payments

Where a Direct Debit payment is unsuccessful, the following process will apply:

1. The payment will be reattempted within 5–10 working days.
 2. If the reattempt is unsuccessful, the membership will be placed on hold and payment must be made in-club or over the phone within 72 hours. There will be an administration fee of £2.50 added for repeated failed DD attempts.
 3. If payment remains outstanding after 72 hours, the membership will be automatically cancelled, access to sessions will cease immediately, and the space will be released for rebooking.
- Where payment is not received via Direct Debit, we reserve the right to apply a £10 administration fee to cover investigation and payment recovery costs.



- If any monthly fee remains unpaid for more than 30 days, we reserve the right to refer the outstanding balance to a third-party debt collection agency without further notice.
- Any outstanding balance must be settled in full before a membership can be reactivated or a new booking made.

4. Medical Conditions & Fitness to Participate

- By booking and attending sessions, you confirm that the gymnast is fit and able to participate in the activities offered.
- If you are unsure, it is your responsibility to seek advice from a qualified medical professional prior to participation.
- You must inform us as soon as reasonably practicable of any medical condition or change in circumstances that may affect the participant's ability to take part in sessions.