

## **Excel Gymnastics Academy LTD Cancellation Policy**

### **1 Cancellling Your Membership**

**1.1** Membership at Excel runs on a rolling basis until you notify us that you would like to cancel.

**1.2** You may cancel your membership at any time by providing 'two months' notice. Two (2) 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.

**1.3** Notice to cancel membership cannot be accepted at your club and must be provided in writing. This can be done in the form of an email to: paul@excelgym.co.uk or by post to our Head Office: Excel Gymnastics Academy, The Old Fire Station, Corrie Road, Addlestone, Surrey, KT15 2HS. This is to ensure the information is properly documented and input on the central system at the correct date.

**1.4** 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.

**1.5** It is your responsibility to make sure that we are correctly notified about your request to cancel your membership at Excel.

**1.6** 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: paul@excelgym.co.uk stating that the member must not participate in gymnastics.

**1.7** The member is not entitled to enter the club once their membership has been cancelled.

**1.8** Non-attendance in classes will not result in cancellation of your membership nor does it act as notice of cancellation. As stated in condition 1.3 you must provide us with two months notice in writing if you wish to cancel your membership. Until such time that we receive your two month notice in writing you will remain liable for any unpaid monthly training payments.

**1.9** 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 (see condition 1.2 in the Terms & Conditions). You are however still required to provide Excel with written notification that you wish to cancel your membership. Providing your written notification is received by Excel within the first 30 days you will not have to serve a two month notice period (see condition 1.3 on how to provide written notification).

### **2 Cancellation Of Membership By Excel Gymnastics Academy**

**2.1** The following circumstances may result in Excel cancelling your membership either on a temporary or permanent basis.

**2.2** A breach of the terms and conditions set out in this document.

**2.3** A breach of the Excel 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.excelgym.co.uk](http://www.excelgym.co.uk))

**2.4** 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.

**2.5** Causing a disturbance which effects other members and prevents them from enjoying their experience at Excel.

**2.6** If Excel choose to end your membership as a result of the reasons stated in notes 2.2 to 2.5, 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.

**2.7** If Excel 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 Excel venues in the future nor will you be allowed to enter any of the venues.

**2.8** If Excel decide to change the location of a venue or permanently close the club, we will, where possible, give you 1 months notice of the change or closure in writing (either in letter form or by email).

### **Definitions**

*You, Your, Customer* – The account holder and person paying for Excel services, either as member or on behalf of a member (eg. on behalf of your child)

*Member, Your Child* – The person or persons who are taking part in classes at Excel Gymnastics Academy (normally the child or children of the customer)

*We, Us, Excel* – Excel Gymnastics Academy Ltd

*Venue* – Excel Gymnastics Academy run classes at a number of different venues.

*Monthly Training Fees* – Monthly recurring payments made in advance for our timetabled term time classes.