



CANCELLATION POLICY

1 Terminating 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 terminate your membership at any time by providing 'two months' written notice. Two (2) further (future) monthly payments for session fees will be due from the date that you provide notice to terminate 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 terminated.

1.3 Notice to terminate membership cannot be accepted at your club by telling a coach on the door and MUST be provided in writing. The preferred method of notification is by way of an email to: paul@excelgym.co.uk, alternatively you can post written notification to our Head Office: Excel Gymnastics Academy, Longdene House, Hedgehog Lane, Haslemere, Surrey, GU27 2PH. 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 of your membership termination via email. This will notify you of the final payment date 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 terminate your membership at Excel.

1.6 You may terminate 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, termination 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 terminated.

1.8 Non-attendance in classes will not result in termination of your membership nor does it act as notice of termination. As stated in condition 4.3 you must provide us with two months notice in writing if you wish to terminate your membership. Until such time that we receive your two month notice in writing you will remain liable for any unpaid monthly session payments.

1.9 You are not required to serve a notice period if you choose to terminate your membership during the first 30 days. The 30 days are calculated from your official start date (see condition 1.2). You are however still required to provide Excel with written notification that you wish to terminate 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 4.3 on how to provide written notification).

2 Termination 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 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, via email or on social media.

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 5.2 to 5.5, you will forfeit any payments that you have made to date and you will not be eligible for any refund. Your membership will be terminated with immediate effect.

2.7 If Excel terminate your membership you will not be allowed to attend any classes after the termination 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 Session Fees – Monthly recurring payments made in advance for our timetabled term time classes.