



Cancellations & Refunds Policy

May 2019

Cancelling your Direct Debit Membership

We recognise that many people's circumstances change. In such an event, should you wish to cancel your direct debit membership we ask that you notify, in writing, the centre or email at enquires@tringsportscentre.org. Please ensure you also notify your bank. This needs to be done before the 8th of the month in order to be effective from the 1st of the following month. Where notification is not received by 8th of the month, we reserve the right to collect any monies outstanding in the event of this agreement not being upheld. If you wish to restart your membership with us you will be required to pay the start up fee, pro rata payment and your last month up front.

Programmed & Bookable Activities

Your membership may entitle you to book or activities which are included in your membership. If you are unable to attend such bookings you must cancel as soon as possible. If your booking was not included in your membership and paid for, you will be required to contact the centre to cancel and arrange either a refund or change of session. Activity/classes paid for outside of your membership can not be refunded via the website or app.

If you fail to show up for a booked class or activity you will be subject to a £4.00 no-show charge. If you cancel within 4 hours of the start time for the booked class or activity, you may be subject to a cancellation fee of £4.00 where we are unable to fill your place. Where we need to change or cancel a class or activity we will aim to notify you within the same period.

Money Back Guarantee

A 14 day money back guarantee is offered to all new members. All monies paid in respect of the membership will be refunded in full should you for any reason wish to terminate this agreement within 14 days of joining. We reserve the right to retain any administration fee.

Facility Hire / Activities

Cancellation by Tring Sport and Leisure

1. Tring Sport & Leisure reserves the right to refuse, cancel or change any booking or event at any time prior to its commencement and to refuse admission to the event or centre, or to reject an application of membership and to withdraw membership.
2. We can add to, change, withdraw or cancel facilities or activities from the centre without notice. This includes closing the centre or making changes to opening hours for safety reasons, maintenance or special events.

3. In the case of cancellation for your event booking, Tring Sport & Leisure will refund you the full price. Tring Sport & Leisure shall not be responsible for any extra costs incurred as a result of a cancelled or rescheduled event.
4. There is no entitlement to a refund where Tring Sport & Leisure is forced to cancel part or all of an event / activity due to reasons beyond our reasonable control. However, refunds may be given at Tring Sport & Leisure's discretion.

Cancellation by the Hirer

1. If the client cancels the Event booking in under eight weeks of the beginning of the function date, they will still be required to pay the full amount for the booking. If the client cancels the Event booking over eight weeks of the beginning of the function date, the deposit will be non-refundable.
2. For Activity Camps and Birthday Parties cancellation must be in writing 14 days prior to the event.

Refunds

1. No refund of membership fees will be made if a facility or an activity is withdrawn from the centres programme.
2. Tring Sport & Leisure will not be liable for any other expenditure incurred or loss sustained by the hirer arising from the cancellation.
3. A minimum of 14 days' notice is required when requesting a refund for Activity Camps and Birthday Parties. Such requests are to be made in writing to the General Manager with original proof of purchase.
4. For other hire, application for refunds must be made in writing to the General Manager stating the details of refund requested and with proof of purchase where appropriate.
5. Refund requests will be honoured where less than 14 days' notice is given for medical reasons with supporting medical evidence. If less than 14 days' notice is given then discretion may be applied with the value credited to the account for future participation.
6. No part session refunds/credits are available.
7. A credit note will not be given on any payment up to the value of £10.00. A refund or credit note will be given on any payment over £10.00.
8. A 14 day money back guarantee is offered to all new members. All monies paid in respect of swimming lessons will be refunded in full should you, for whatever reason, wish to terminate this agreement. Swimming Lesson membership is non-refundable after 14 days and non-transferable.
9. Should you wish to return any retail product, on proof of purchase, we will exchange the item or provide a full refund, provided the item is unwashed, unworn and unused. This will be valid for 28 days from the date of purchase. If any retail product is found to be faulty, on proof of purchase we will exchange the item or provide a full refund. This does not affect your statutory rights.