



## **PHOENIX TRAMPOLINE CLUB**

### **REFUND POLICY**

Please read this policy carefully. This is the Returns and Refund Policy of Phoenix Trampoline Club.

#### **Term Fees**

Tuition fees for each term are payable on a rolling monthly basis, payable the first week of each month. These fees are non-refundable and non-transferrable. Notice to leave the club must be given in writing, with one full month's notice.

In exceptional circumstances, and at the discretion of the committee, if a session is cancelled by Phoenix Trampoline Club, a refund for that session will be applied as a credit to your next term's fees. Phoenix Trampoline Club will not be liable for session cancellations incurred by third parties, or for any reasons classed as Acts of God, or reasons outside the control of Phoenix Trampoline Club.

Annual Club membership and British Gymnastic membership must be paid in full each year and are non-refundable.

Late payment of fees will incur an administration fee of £5.

#### **Clothing**

Clothing and other accessories purchased from Phoenix Trampoline Club may be returned to club for credit against similar items provided the items have not been worn, and in the case of leotards, credit will only be given if the labels are still attached.

#### **Trampoline Parties**

A non-refundable deposit of 50% of the total cost is payable in advance to secure your booking for a trampoline party. The full remaining amount agreed for the party, dependent on numbers attending and the number of coaches required, is payable at least working 5 days before the party.

#### **Competition Entry Fees**

Competition entry fees paid are non-refundable after the competition entry deadline.

Phoenix Trampoline Club do not receive any refunds of competition entries made to Regional or National governing bodies after our entries are submitted and cannot therefore be held liable to refund this cost to parents.

**Contact us**

If you have any questions about our Returns and Refunds Policy, please contact us: By email:  
[info@phoenixtrampolining.co.uk](mailto:info@phoenixtrampolining.co.uk)

Policy Effective Date: 12<sup>th</sup> July 2021  
Phoenix Trampoline Club