



## Cancellation Policy – Birthday Parties

If in the unfortunate circumstance you need to cancel your birthday party booking with us the following cancellation fees will apply...

Period of notice given...	Refund if applicable...
14 days' notice or less	No refund will be issued
Less than 3 months' notice	Payment of the party will be refunded – the deposit will not be refunded
More than 3 months' notice	No charge – a full refund will be issued including any deposit paid

*If, for any reason we "WhiteRose Gymnastics Academy" have to reschedule your booking due to unforeseen circumstances you will be given the option to choose a new party date / time to suit you – permitting the facility & coaching team are available to host the party on your new chosen day / time. If this is not possible you will receive a refund in full including your deposit paid back to you.*

### How to cancel a party booking...

- It is the responsibility of the hirer to notify WhiteRose GA of any cancellation via **email to both the following addresses: [kjones.wrg@gmail.com](mailto:kjones.wrg@gmail.com) and [admin@whiterosegymnastics.co.uk](mailto:admin@whiterosegymnastics.co.uk)**
- Any cancellation not notified in writing sent via email will be subject to the maximum cancellation fee.
- A "moved or rescheduled booking" to a different date is classed as a cancellation if the request is 14 days or less to the original booking date

(WhiteRose GA reserve the right to waive the cancellation fee if the reason for rescheduling is significant ie; Birthday child or immediate family member in hospital / severe illness / fractures that result in the party being voided)

**If you email us to cancel or reschedule your party booking and you do NOT hear back from us within 72 hours; please call the club on: 01405 766 277**

**Do not assume that we have seen your email especially if it is less than 14 days until your party booking.**

**If you have any additional questions regarding the above, please contact me at**

**[kjones.wrg@gmail.com](mailto:kjones.wrg@gmail.com)**



**We look forward to hosting your birthday party at WhiteRose Gymnastics Academy**