

# CharterhouseClub

## CANCELLATIONS & REFUNDS POLICY

### MEMBERSHIPS

#### CANCELLING YOUR MEMBERSHIP DIRECT DEBIT

We understand that people's circumstances change from time to time and you may need to make changes to your lifestyle and finances to accommodate these.

Should you wish to cancel your membership direct debit we ask that you notify us in writing by emailing us at [membershipadmin@charterhouseclub.co.uk](mailto:membershipadmin@charterhouseclub.co.uk) . Please ensure you also notify your bank.

We need to receive your cancellation before the **15<sup>th</sup> of the month** in order for us not to collect that month's direct debit. Your membership will then continue until the end of the month in which the cancellation was made. For example if you cancel between 1<sup>st</sup> and 15<sup>th</sup> July, your membership will expire on 31<sup>st</sup> July. We do not provide a refund for part months.

Where notification is not received by the **15<sup>th</sup> of the month**, that month's direct debit will be collected, meaning your membership will expire on the last day of the month following. For example, if you cancel on 18<sup>th</sup> July, the July direct debit would be collected as usual and your membership will continue until 31<sup>st</sup> August. We will not provide a refund for the extra month if the cancellation was not received before the 15<sup>th</sup> of the month.

### PROGRAMMED & BOOKABLE ACTIVITIES

Your Membership may entitle you to book classes or activities.

If you are unable to attend bookings, you must cancel as soon as possible using the cancellation function in the online booking system "Flow".

In certain circumstances, for example where the cancellation is less than 2 hours, a "Dishonoured Booking Fee" may be applied or, where a booking has been paid for, this may be non-refundable.

You can pay any "Dishonoured Booking" charges online or at reception. Please note that until you have paid any outstanding charges on your account, you will be unable to book on to other classes/activities and the gates at the Club will not let you in.

Waiting Lists may be operating on classes and swim sessions so that when people cancel a class or session, those on a waiting list will be communicated with.

# CharterhouseClub

## MONEY BACK GUARANTEE & “COOLING OFF PERIOD”

The Money Back Guarantee set out in this section applies only if a Member is a new Member - in other words, a Member who has never previously been registered with, or been a member of, Charterhouse Club.

After the Member has joined Charterhouse Club, they may cancel their membership within 14 days of joining. This is called the ‘Cooling Off Period’. If the Member chooses to cancel within these 14 days, the Club will give the Member a full refund of any monies that the Member has paid for membership or fees paid for classes and activities that have not been attended. Any fees paid for classes or activities that have been attended will not be refunded.

If the Member wants to cancel their membership within the Cooling Off Period, the Member must write to or e-mail, and confirm delivery to, the Membership Administrator before the end of the 14-day Cooling Off period.

## FACILITY HIRE, CLASSES & ACTIVITIES

### CANCELLATION BY CHARTERHOUSE

1. Charterhouse Club reserve 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 Club, or to reject an application of membership and to withdraw membership.
2. We reserve the right to, change, withdraw or cancel facilities or activities from the Club without notice. This includes closing the Club or making changes to opening hours for safety reasons, maintenance or special events.
3. In the case of cancellation of your booking, Charterhouse Club will refund you the full price. Charterhouse Club 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 Charterhouse Club is forced to cancel part or all of an event due to reasons beyond our reasonable control otherwise known as “Force Majeure”. However, refunds may be given at Charterhouse Club’s discretion.

### CANCELLATION BY THE HIRER

1. Class & Activity Refunds Policy
  - a. Full members, including ‘Class Pass’ members (but excluding ‘Pay As You Go’ members) - If a Member has paid for an activity and the Club needs to cancel the booking, the Club will offer the member an alternative date or time. If this is not possible, the Club will offer a full refund.
  - b. Full members including ‘Class Pass’ members (but excluding ‘Pay As You Go’ members) - If a Member has paid for an activity, but wishes to cancel and requires a refund, the activity must be cancelled using the cancellation

# CharterhouseClub

function in the online booking system “Flow” at least 24 hours before the date and time of the booking.

- c. ‘Pay As You Go’ (PAYG) members – If a PAYG Member has paid for an activity and the Club needs to cancel the booking, the Club will offer the member an alternative date or time. If this is not possible, the Club will offer a full refund.
- d. ‘Pay As You Go’ (PAYG) members – If a PAYG Member has paid for an activity but wishes to cancel, no refund will be payable by the Club.

## 2. Personal Training Packages.

- a. Personal Training Packages - if all packaged sessions are not used within 4 months from the date of purchase, they will expire. No refund will be issued for unused packaged sessions.
- b. Personal Training Session Cancellation period - Personal Training sessions can be cancelled and be credited up to 24 hours before the start of the session. Any Personal Training Sessions cancelled within 24 hours of the start of the session will not be credited. Sessions not attended will also not be credited.

## REFUNDS

1. If a class or activity is withdrawn from the centres programme, any refund of membership fees will be made at the Club’s discretion.
2. Charterhouse Club 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, birthday parties and block bookings. Such requests are to be made in writing to the Club Manager. Proof of purchase may be required.
4. For other hire, application for refunds must be made in writing to the Club 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.
6. No part session refunds are available.
7. Should you wish to return any retail product, we will exchange the item or provide a full refund, provided the item is unused and is in its original packaging. This will be valid for 28 days from the date of purchase. Proof of purchase will be required.
8. If any retail product is found to be faulty, we will exchange the item or provide a full refund. Proof of purchase will be required. This does not affect your statutory rights.