Synergy Gymnastics London
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Returns, Refunds and Cancellations Policy

Approved by (role)	*Author*	*Date*
Board of Directors	Andrew Payne	04/08/2025

Document History

Version	*Summary of Changes*	*Document Status*	*Date*
	- Website links updated - Membership descriptions updated to reflect the fact that membership is now 12 months from whenever a membership is paid for - First two paragraphs added from ICP refund policy. Wole text now exported to ICP	Live	August 2024

Next Review Date: August 2026

All sales are final. Because classes have limited openings and are reserved for as long as you are enrolled, there are no refunds for any classes missed through illness or absence.

If you have opted in for automatic payments, your authorisation will remain in effect until you notify us that you wish to revoke this authorisation and we have a reasonable opportunity to act on your notice.

Classes for Members

Classes will include, but are not restricted to, Gymnastics for All, Tumble Tots, Pre-School and competitive squads.

These sessions are usually booked through www.synergygymnastics.co.uk and require annual membership to join and are paid for on a monthly basis.

For these classes, SGL operates a no refund policy if you are unable to attend.

However, if a class is cancelled by SGL we will offer either a full refund for that

session or a discount on a later booking to the equivalent value of the cancelled session.

Membership

Annual Membership is required for pay monthly classes but not drop in classes. The membership runs for 12 months from when a member joins.

Membership is required after the second session is attended.

Memberships cannot be refunded if a member chooses to stop attending classes. However, you have a seven day 'cooling off' period after payment whereby you can receive a full refund on membership if you change your mind.

After seven days memberships are no longer eligible for refund. If a membership is cancelled, that participant will no longer be able to attend classes that require membership.

If you have any questions relating to the refund policy please contact the office on info@synergygymnastics.co.uk

Drop-in Classes

'Drop-in' refers to classes booked via www.bookwhen.com/synergygym
These typically include, but are not restricted to, Tiny Gym, Holiday Club and Adults sessions which do not require annual membership and can be booked on a session by session basis (Pay As You Go)

For these classes, SGL operates a no refund policy if you are unable to attend.
If you are unable to attend a session that you have booked please view the booking in your email and transfer to another session at least 12 hours before the session is due to start.

However, if the class is cancelled by SGL we will offer either a full refund for that session or the option to transfer your booking to a later date.

After-School Clubs

After-School Clubs refer to clubs run and organised by SGL whereby the parent/carer books directly with SGL.

These include sessions booked via www.bookwhen.com/brunswick or www.bookwhen.com/charlesdickens

For these classes, SGL operates a no refund policy if your child is unable to attend. However, if a class is cancelled by SGL we will offer either a full refund for that session or a discount on a later booking to the equivalent value of the cancelled session.