

# REGISTRATION & PAYMENT POLICY



Sept 2023 – Sept 2024

*This Policy represents payments and transactions in accordance with Robin Hood Gymnastics Centre*

## **Classes & Waiting Lists**

Robin Hood Gymnastics operates **on a waiting list** for each of their recreational classes. Parents and/or guardians are required to enrol their child online through our external management system, Loveadmin, and set up a direct debit. Please go to the “Book a Session” on our website and follow the instructions.

## **REGISTRATION FEES POLICY**

### **Registration and Fees**

1. ALL participants in structured gymnastics classes at Robin Hood Centre **must have Robin Hood Centre membership**, which includes various insurances and affiliations to the Centre. Public liability insurance is covered through *Castle Sports Insurance*.
2. Session fees for ALL our recreational classes and pre-school-structured classes should be paid monthly by DD **through our external management system**.
3. Classes should be booked online and paid via the **loveadmin.com** system. This can be completed through **our website**. Payment is required between the **20th and the 25th of the month** for the following month's register.
4. By registering for our online membership and payment system for classes, you are also **pre-authorising payment** for the Robin Hood Gymnastics membership. Robin Hood Gymnastics membership is due on 20<sup>th</sup> of September every year.
5. If you join part way through the year, the money for your membership will be taken with the first monthly instalment you make for classes. This is reduced on a prorated basis and is clearly priced on our booking page.
6. RHGC Cancellation policy : If you wish to cancel your account, **please follow the below steps**.
  1. Email [info@robinhoodgymnastics.co.uk](mailto:info@robinhoodgymnastics.co.uk).
  2. Log into your loveadmin.com account and **cancel your preauthorisations** for future payments. **ONE month's** notice is required.
  3. Once you are booked on your place is saved in the class, and others wishing to join will be placed on the waiting list. Our system uses automatic collection, and RHGC staff **cannot intercept or cancel** this system.

**NO refunds can be given if you do not follow the above process.** RHGC is charged for every transaction. We may be able to provide refunds in exceptional circumstances, but an admin charge and collection fee from the outside company will have to be paid; this will be **£5**.
7. The annual membership is **non-refundable** and **non-transferable** as it covers each participant's entrance and use of the Centre's facilities for a year. A total amount is paid directly to the insurance company at the start of the year.

## Registration & Payment Policy - 2023/2024

8. If you have any questions, concerns or problems with paying fees, please contact our Operations Manager, Timea Gróf. **Email:** [info@robinhoodgymnastics.co.uk](mailto:info@robinhoodgymnastics.co.uk).