



## **GYMNASTICS CENTRE**

# **REGISTRATION & PAYMENT POLICY**

**Sept 2024 – Sept 2025**

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

Gymnastics participants

Classes & Waiting Lists

Robin Hood Gymnastics operate from a waiting list for each of their recreational & preschool classes. Parents/guardians are required to enrol their child online Through our system of LoveAdmin and set up a Direct debit, please go to 'Book a Session' and follow the instructions.

## FEES POLICY

### Registration and Fees

#### **Robin Hood Gymnastics Club Terms and Payment Policy (2024/2025)**

##### **1. Membership Requirement**

All participants in structured gymnastics classes at Robin Hood Centre must have an active membership. This membership includes various insurances and affiliations to the Centre, including public liability insurance provided by Castle Sports Insurance.

##### **2. Membership Fee**

By registering through our online membership and payment system, you pre-authorise the annual Robin Hood Gymnastics membership fee. The non-refundable membership fee of £40 is due on the 20th of September each year and covers the period from 1st October to 30th September of the following year.

- If you join partway through the year, your membership fee will be collected with your first monthly class payment, prorated as outlined on our booking page.

##### **3. Session Fees**

Session fees for all recreational and pre-school structured classes must be paid monthly via Direct Debit through our external management system. Payment is required between the 20th and the 25th of each month for the upcoming month's classes.

##### **4. Booking and Payment System**

Classes should be booked online and paid for via the loveadmin.com system, accessible through our website.

##### **5. Cancellation Policy**

- 1) If you wish to cancel your account, please follow these steps:
- 2) Email [info@robinhoodgymnastics.co.uk](mailto:info@robinhoodgymnastics.co.uk) to notify us of your intention to cancel. One month's notice is required.
- 3) Log into your loveadmin.com account, click on the payment tab, scroll to the bottom, and cancel any pre-authorised payments.
- 4) Once your place in a class is booked, it is reserved for you. If you choose to cancel, we will offer your spot to someone on the waiting list. To avoid further charges, please complete the cancellation process before the 20th of the month in which you wish your membership to end. This allows us to stop future payments and offer your spot to another gymnast.

- 5) Important: We use an automated payment collection system, which RHGC staff cannot intercept or cancel. Refunds will not be provided if the correct cancellation process is not followed. In exceptional cases, we may issue a refund, but this will incur an admin fee of £5 to cover transaction and processing costs.
- 6) If you have any questions or concerns about fees or cancellations, please contact our Club Manager at [info@robinhoodgymnastics.co.uk](mailto:info@robinhoodgymnastics.co.uk).

**6. Annual Membership Policy**

The annual membership fee is non-refundable and non-transferable. This fee covers each participant's entrance and use of the Centre's facilities for a full year, and the total amount is paid directly to the insurance company at the start of the year.

**7. Payment Issues**

If you have any questions or concerns regarding payment, please contact our Operations Manager, Timea Gróf, at [info@robinhoodgymnastics.co.uk](mailto:info@robinhoodgymnastics.co.uk).

**8. Class Cancellations and Closures**

Our fees are structured to account for a **two-week closure over the Christmas period**, during which no classes will be held. This closure is reflected in the overall pricing, so no refunds or make-up sessions will be offered for this period.

Occasionally, classes may need to be cancelled due to **internal events** at the club.

Where possible, we will arrange a make-up session to replace the cancelled class.

However, if your child has been invited to participate in the event itself (such as our **bi-annual displays** for all gymnasts), this will be considered part of their class experience, and no replacement session will be offered.

If you have any questions about cancellations or closures, please contact our team.