Gymnastics Cancellation Policy

Southampton Gymnastics Club

Version Control & Revision History

Date	Author	Amendments	Version
10/07/2025	AR	Policy Creation	V1

We strive to provide a consistent and high-quality experience for all our gymnastics members. In order to ensure fairness and help us maintain staffing, scheduling, and equipment planning, we have implemented the following cancellation policy:

Cancellation Notice
If you wish to cancel your child's gymnastics place and avoid being charged for the upcoming month, you must notify the Operations Manager by email at least 7 days prior to the 1st day of the month. (For example, to cancel for August, you must notify us by July 24th)

All cancellation notices must be sent in writing to: abby@sotongym.co.uk

Late Cancellations
Cancellations made less than 7 days before the 1st of the month will not be eligible for a refund or fee waiver for that month, as staffing and scheduling will already be confirmed.

Why This Policy Matters
This cancellation policy is essential for several reasons:

- **Staffing & Safety**: Our gymnast-to-coach ratio must be planned in advance to ensure a safe environment.
- **Waitlists**: Timely cancellations allow us to offer spots to other children on the waiting list.
- **Financial Planning**: Monthly fees help us manage ongoing costs such as utilities, building maintenance, and coach salaries.

We appreciate your understanding and cooperation in helping us provide the best experience possible for all gymnasts.

Confirmation & Exceptions
Once your cancellation email is received, you will receive a confirmation from the Operations Manager. Please keep this confirmation for your records.

Thank you again for your understanding and cooperation in helping us provide the best experience possible for all gymnasts. If you have any questions, please don't hesitate to contact us.