**Membership Terms & Conditions**

**Membership Payments**

Membership runs from 1st October until 30th September Annually.

Club Membership is paid in full at the start of joining the club and maybe discounted by 50% if the parent/guardian fulfils the cleaning rota requirements. Failure to complete the allocated dates on the rota will result in the 50% discount being revoked and the payment in full required.

**BG Insurance**

This is paid to the club and we pass this on to British Gymnastics (BG). Once paid we cannot refund this.

**Fees**

Fees are paid by standing order on the 9th of the month each month. This runs payment up to the following 8th of the month.

Any fees that are to arrive in the account late must be notified to finance admin in advance before the 9th of the month and will incur a 30% additional late payment charge unless authorised.

Any missed fees will be collected by our external collection company izettle invoices. These will be sent out as electronic bills to the member / parent/guardian’s email address and will be collected and managed /chased by izettle on our behalf.

**Refund Policy**

* Lost Property – COPGC accept no responsibility for any lost property items or monies that are left at the centre at any time and will not refund for loss or damage of any belongings or vehicles.
* Competition/Trips/Events - If a competition/trip/event is cancelled by the club then this will be refunded. If the competition/event is cancelled by an individual then this will not be refunded and should any fees still be outstanding the member/parent/guardian is still liable to pay the remaining amount in full. This does not apply to when a members leaves the club before a competition/trip/event, once a member leaves the club and is not eligible to attend the events – the club is not liable to refund any competitions/trips/events. A non-member who is not attending regular classes with the club is not eligible to attend any competitions/trips/events.
* Class cancellations – The year is worked out as a 42-week year and fees are pro-rata’d per month. This means that the club are able to cancel the equivalent of 4-weeks hours without refund or make-up time.

If the gymnast is on a fees payment of 16+ hours, the remaining hours after 16 hours are free and therefor any cancellation of these hours are not due refund or make-up time as they have not been paid for and are given as good-will by the club.

The club tries at all times to keep training to the regular time slot, however there may be weeks where this is subject to change ue to events or coach availability. The club will ensure that 80% of the time the hours and days per week are the same throughout the year. IF the club has changed more than 80% and cancelled above the set amount allowed per year then there may be a fee refund for classes in extreme circumstances.

**Notice of termination**

We request that members give 2 month’s notice of cancellation of membership this should ideally be in writing to [customerservices@copgc.org](mailto:customerservices@copgc.org) however the club will also accept emails to personal coaches of cancellations copgc emails.

Notices on official COPGC facebook groups may also be approved as cancellation of classes.

**Suspending Membership**

At any time (other than after you have given us notice to end your membership) you can suspend your membership for a single period of between two and nine calendar months within any 12 month period.

If you want to suspend your membership you will need to fill in a membership suspension form. You must put on the form the start date for the suspension and the number of months you want it to last and the reason for the suspension.

There is a member holding fee which is a standing order of £8 per month instead of the usual class fees.

**Immediate cancellation of membership that results in an Annual Membership Refund**

Ending your membership early does not normally incur a refund of the annual club membership. The only exceptions are Medical condition, insolvency, house move further than 30 miles from COPGC or other extreme changes in personal circumstances.

To end your membership for one of the reasons listed above and request a refund, you must give us notice in writing. Your membership will end on the 8th of the month. For immediate cancellation requiring a club refund you must give us suitable evidence.

**Affects to cancelling a place at COPGC.**

The club will revoke membership of a member if one or more of the below situations.

1. Fees not paid on the 9th of the month and gymnast has not turned up for training from the 9th of the month. There will be no annual membership refund.
2. Parent/Guardian informs Club or Personal Coach that the gymnast has left the centre or will be leaving on a set date. There will be no annual membership refund.
3. Member / Parent/Guardian breaks any of the codes of conduct rules in the gym or including social media. If gross misconduct – membership will be revoked immediately without refund.
4. Failure to attend 4 consecutive sessions without notice of absence. Should a member cancel their place however not cancel the standing order, it is the member’s responsibility to cancel the standing order. COPGC accept no liability to provide a refund if a member forgets to cancel their standing order when no longer attending classes.

When a member has left the centre by the choice of the member or due to the club revoking membership – there will be no refund for any of the club membership or class fees.

From the date of a member’s last class the member will no longer have any membership privileges which includes

1. Access to COPGC Facebook Groups – ex-member will be taken off groups
2. COPGC Payment Plans – all outstanding payments will need to be settled immediately in full
3. Competing with COPGC and future competitions representing the club – future competition places through COPGC will be cancelled with no refund. If there is any outstanding amounts where the club has outlayed, the member is still liable to pay this amount in full even if the gymnast is no longer attending with COPGC.
4. Trips and Travel with COPGC – Only current COPGC members may attend travel and events with COPGC staff. After cancellation of membership, any future trips and travel will be forfeited without refund. If there is any outstanding amounts where the club has outlayed, the member is still liable to pay this amount in full even if the gymnast is no longer attending with COPGC.
5. Camps & Workshops – ex-members may be eligible to attend “open camps” that are open to non-COPGC members however may not attend “closed camps” which are advertised and promoted internal for COPGC members only.

**Immediate Membership Cancellation by COPGC**

We will not tolerate our staff, volunteers or other members being verbally abused or intimidated or physically threatened. If we find this to be the case we have the right to report you to the police, to ban you immediately and permanently from the club.

This also includes using rude, intimidating or abusive language, behaviour or breaking the social media policy and if we received any complaints that a member or parent/guardian has behaved inappropriately.

If we cancel your membership for any of the reasons we have the right to keep the annual membership and will not refund any fees for training, comps or events. All outstanding debts must also be collected in full.

If we hear of a member bad-mouthing the club or acts in a way that staff and volunteers feel uneasy about putting themselves in a position of responsibility acting in loco parentis of a minor then unfortunately the club may not accept any future applications you make for membership or training/trips with the club and you will not be allowed to enter COPGC as a guest or for any other reason.

AGREEING TO THESE TERMS

By paying club membership and fees you are agreeing to all the terms and conditions above.