

# Cancellation Policy

A procedure for **parents** to follow at the club.



## Parents...

If you wish to cancel your Childs membership at Invoke we ask you follow the steps listed below:

- Email your cancellation notice to the admin team via [info@invokegymnastics.co.uk](mailto:info@invokegymnastics.co.uk) (please do not cancel in person at the club).

If your direct debit has been set up on the 1st of the month, please contact us on or before the 15th of the previous month (2 weeks notice).

If your direct debit has been set up on the 15th of the month, please contact us on or before the 1st of that month (2 weeks notice).

The club asks for a 2 week notice period to allow the club time to fill your Childs place at the club. This is essential due to the high running costs of a gymnastics club. The club will process your cancellation for you and ensure your notice period is honoured. Therefore there is nothing further to do.

In the event that you cancel your payment method and you have not cancelled in line with the clubs cancellation policy you will be contacted by email with your membership closing balance to pay. Cancelling your payment method will not count as a cancellation notice.

In the rare occasion that you have cancelled your membership outside of our policy and you have not paid your closing balance the following will happen:

- Your club member benefits will be revoked, and your child will not be permitted to re-join the club in the future until the balance is paid.
- The club may pass your debt onto a third party agency to regain lost funds.

Should you encounter any finical difficulties which may effect your ability to pay, please email the club on [info@invokegymnastics.co.uk](mailto:info@invokegymnastics.co.uk) and the club will review its options in supporting you.

