



Londinium Volley Ltd – Cancellation & Refund Policy - August 2026

1. Purpose and application

This policy sets the Club's cancellation and refund rules. Membership fees support the complete season programme and are not calculated as purchases of individual sessions. Fees are non-transferable and programme periods cannot normally be paused or extended.

2. Season plans paid upfront

- Full refund when cancellation is received at least 14 days before the season starts.
- 50% refund when cancellation is received within the first two weeks of the season.
- Normally no refund after the second week, subject to the defined exceptions below and applicable rights.

3. Season plans paid by instalments

- Full refund of an instalment when cancellation is received at least 14 days before the season starts.
- 50% refund of an instalment when cancellation is received within the first two weeks of the season.
- Normally no refund after the second week, subject to the defined exceptions below and applicable rights.
- Refunds apply only to instalments already paid. Future instalments will not be charged when cancellation is received within the first two weeks of the relevant term due.

4. Tryouts and PAYG sessions

- Tryout fees are non-refundable.
- PAYG session: full refund or credit when cancelled at least 48 hours before the session.
- PAYG session: no refund or credit within 48 hours or for a no-show.

5. Mid-season joiners

Members joining mid-season pay the full monthly fee regardless of the joining date.

6. Exceptional circumstances

The Club may consider a refund for serious medical conditions with documentation, surgery requiring long-term recovery, long-term debilitating treatment, pregnancy where discontinuation is advised, or relocation abroad.

Travel, holidays, seasonal illness, work commitments, minor injuries, loss of motivation, dissatisfaction, conflicts with teammates or coaches, and temporary financial difficulty are not normally exceptional circumstances.



7. How to cancel

Send the request and relevant details to treasurer.londinium@gmail.com. The request date is the date the email is sent. Requests made only through WhatsApp, personal direct message or in person will not be processed as formal cancellation or refund requests. Refunds are normally processed within 10 working days, subject to the payment provider's processing arrangements.

8. Club session cancellations

The season programme includes reasonable operational buffers for occasional disruption such as venue closure or match rescheduling. Refunds are not provided where cancellations remain within that expected range. If disruption exceeds the built-in buffer, the Club will, where reasonably practicable, provide an appropriate arrangement such as an alternative session or credit.

9. Applicable rights and review

The policy is reviewed annually; the next scheduled review is August 2027.