

# CANCELLATION & REFUND POLICY



**Effective: May 2026**

**Next Review: May 2027**

To ensure fairness, transparency, and sustainability in our Club operations, Londinium Volley Ltd has established the following Cancellation & Refund Policy. Club fees directly support venue hire, coaching, equipment, and league participation. Once committed, these costs are non-refundable to the Club.

This policy applies to all members and is reviewed annually.

## **1. Upfront Payment Plans**

- Full refund if cancellation is requested at least 14 days before the season starts.
- 50% refund if cancellation is requested within the first 2 weeks of the season.
- No refund after the second week of the season.

## **2. Instalment Payment Plans**

- Full refund of the instalment if cancellation is requested at least 14 days before the season starts.
- 50% refund of the instalment if cancellation is requested within the first 2 weeks of the season.
- No refund of the instalment after the second week of the season.

### **Important:**

- Refunds apply only to instalments already paid.
- Future instalments will not be charged if a member cancels within the second week.

## **3. Tryout Fee Policy**

Tryout fees are non-refundable.

### **Reason**

- Tryout fees cover real, immediate costs
  - Venue hire, coach time, admin time and the opportunity cost of holding a spot.
- The fee is for the assessment, not the membership
  - Even if someone joins mid-season, the tryout still took place and still required resources.

## **4. Mid-Season Joiners**

People who join the Club mid-season will be charged the full monthly fee for the month in which they join, regardless of the date within that month.

### **Reason**

Club costs (venue hire, coaching, equipment, insurance) are fixed and do not decrease based on individual attendance. Charging the full month ensures fairness, consistency, and administrative simplicity across all teams and groups.



## **Example:**

If a person joins on 3 May, 15 May, or 28 May, the fee for May remains the same. Future months are charged as normal.

## **5. Pay-As-You-Go (PAYG) Sessions**

- Full refund or credit if cancellation is made at least 48 hours before the session.
- No refund or credit for cancellations made within 48 hours or for no-shows.
- Credits must be used within the same season unless otherwise stated.

## **6. Exceptional Circumstances**

We understand that unexpected life events can occur. In rare cases, the Club may consider refunds outside the standard policy, but only when circumstances genuinely prevent a member from continuing for the remainder of the season.

### **Some examples of Exceptional Circumstances (Eligible):**

- Medical conditions preventing participation (supported by documentation)
- Surgery requiring long-term recovery (supported by documentation)
- Long-term debilitating treatment or other serious medical interventions
- Pregnancy, where the Club advises discontinuation for safety reasons
- Relocation abroad or to a location where attending is no longer feasible
- These situations involve long-term, unavoidable inability to participate.

## **7. Circumstances *Not* Considered Exceptional**

The following are not considered exceptional and do not qualify for refunds:

- Travel, holidays, or extended trips
- Seasonal illness (e.g., flu, colds)
- Work commitments or schedule changes
- Personal stress, busy periods, or life admin
- Minor injuries that do not prevent long-term participation
- Loss of motivation or dissatisfaction with playing time
- Conflicts with teammates or coaches (addressed through Welfare, not refunds)
- Temporary financial difficulty
- Everyday life challenges (e.g., moving house locally, relationship issues, pet issues)
- These are considered normal life circumstances and do not meet the threshold for refund exceptions.

## **8. How to Cancel**

All cancellations must be submitted via: [londiniumvbc@gmail.com](mailto:londiniumvbc@gmail.com)

Refunds (where applicable) will be processed within 10 working days.

## **9. Policy Consistency**

This policy applies equally to all members to ensure fairness and transparency. Exceptions are granted only in the clearly defined circumstances above.