

Tetbury Gymnastics Club

Fees, payments & refunds policy



This policy provides clarity on how membership fees are calculated and applied across all programmes at Tetbury Gymnastics Club (TGC). As a not-for-profit, community organisation, all income is reinvested into the club to support our mission of providing high-quality gymnastics opportunities for the community.

General principles

- Training fees are set annually and reviewed during the budget setting process in June/July to be implemented for the new financial year (1st September – 31st August).
- Increases are kept as modest as possible and are typically linked to inflation and rising operational costs.
- All training fees are published on the club website and communicated to members before the start of each membership year.
- Tetbury Gymnastics Club operates term time only, and does not run on bank holidays.
- Gymnasts who do more than one session per week receive a 10% discount on their fees.
- Training fees have been calculated across the full year, based on 12 payments in a year, and are therefore still payable in August when the club is closed.
- Refunds and cancellations will be handled fairly, transparently, and in accordance with UK consumer law.

Payment rules

- Training fees are payable monthly in advance by debit or credit card via the JustGo for Clubs system.
- TGC membership fee is payable annually in advance by debit or credit card via the JustGo for Clubs system.
- Late payments may result in suspension of training until fees are settled.
- Members are responsible for keeping their debit/credit card details up to date in the JustGo system.

Additional costs

- External competition fees, club competition fees, club clothing and event tickets are charged separately and are not included in monthly training fees.

Cancellation by members

- One month's written notice is required to cancel membership.
- No refunds are provided for mid-month withdrawals.
- No refunds of the TGC annual membership will be given.

Cancellation by the club

- The club is aware that there are occasional sessions cancelled due to unforeseen circumstances. Fees have therefore been calculated based on a reduced number of weeks per year to accommodate this.

- Should the club cancel a substantial number of sessions (e.g., prolonged closure), a pro-rata adjustment or credit will be considered.

Refunds

We operate a no refunds policy.

- Refunds are not provided for missed or cancelled sessions, whether due to illness, holidays, or personal reasons.
- In cases of extended absence due to injury sustained during TGC activity or events, members may apply in writing for a case-by-case review (supporting documentation may be required).
- In the event a refund is agreed, it will be processed within 14 days of authorisation and a 10% administrative fee may be deducted.

Support & concessions

- As a not-for-profit organisation, TGC offers financial assistance to families in need where possible, subject to application and available funds.
- The club also runs fundraising initiatives to help support this initiative.

This structure ensures fairness across programmes, maintains accessibility, and allows TGC to reinvest in facilities, staff, and equipment for the benefit of all members.

Policy dated: 3rd November 2025