

# Refund and Cancellation Policy

## Refund

A refund will only be granted for medical reasons, proof of which must be supplied. A request for a refund should be put into writing and marked for the attention of the Sports Centre Manager. If the refund is asked half way through the term, the refund will be calculated on a pro-rata basis.

## Cancellation

If a session or sessions have to be cancelled due to an operational issue, a refund for that particular session will be honoured. This will be done in two ways:

- Credit will be given and honoured for an additional session. This can be carried over to the next term if required

Or

- A refund will be given for the value of the session that has been cancelled.

**A refund will not be given to those participants whose reasons do not fall in line with the refund policy above.**

**We are unable to issue refunds for Child Care Vouchers (CCV's)**