

UoC Active (Sport & Fitness)

REFUND & CANCELLATION POLICY

Bookable Activities and Classes

To make booking fair and sustainable for all our members we ask that all members are considerate of others and do not book an unreasonable number of sessions which may have an impact on other members' ability to use their membership.

Should members book multiple daily sessions UoC Active reserve the right to cancel any bookings we deem to be excessive.

If you are unable to attend bookings, you must cancel as soon as possible. If your booking was not included in your membership and paid for, you will be required to contact the centre to cancel, and an alternative time will be offered. Refunds will be offered at the discretion of UoC Active Management.

Whilst most of our members, when unable to attend a booked activity cancel in good time to allow others to book, some do not, preventing other members attending.

To maximise available spaces for our members we will impose a £4 "no show" charge for those that either fail to show up or cancel within 4 hours of the start time.

You can pay any "no show" charges at the campus sport facility reception. Please note that until you have paid any outstanding "no show" charges, you will be unable to book on to other classes/activities at the centre.

Block Bookings

Cancellation by UoC Active:

1. UoC Active reserve the right to refuse, cancel or change any booking or event at any time prior to its commencement and to refuse admission to the event or centre, or to reject an application of membership and to withdraw membership.
2. We can add to, change, withdraw or cancel facilities or activities from the centre without notice. This includes closing a centre or making changes to opening hours for safety reasons, maintenance or special events.

3. In the case of cancellation for your event booking, UoC Active will refund you the full price. UoC Active shall not be responsible for any extra costs incurred as a result of a cancelled or rescheduled event.
4. There is no entitlement to a refund where UoC Active is forced to cancel part or all of an event due to reasons beyond our reasonable control. However, refunds may be given at UoC Active's discretion.
5. In the event of a cancelled session, hirer will be offered an alternative session or credited on the next available invoice.

Cancellation by the Hirer:

1. Activity bookings will be non-refundable. Alternative times may be offered at UoC Active's discretion.
2. One off cancellation of bookings due to lack of numbers must be made via email 24 hours prior to the start of the booking.
3. Termination of a Block Booking must be made in writing 14 days prior to the last session.

Event Bookings

Cancellations must be made in writing via email giving 8 week's notice. If the customer cancels the event booking in under the required notice period of the beginning of the event date, they will still be required to pay the full amount for the booking. If the customer cancels the Event booking over eight weeks of the beginning of the function date, the deposit will be non-refundable.

Memberships

We recognise that our customers circumstances change. In such an event, should you wish to cancel your membership you must notify us, in writing by sending an email to uocactive@cumbria.ac.uk. You have the right to cancel any agreement within 14 days from the start of the membership without giving any reason, but you must let us know you wish to do so within the 14-day period. You may email us at uocactive@cumbria.ac.uk. Any cancellations made beyond 14 days will be deemed as a standard cancellation as stated below.

Cancelling RCP Memberships:

To be eligible for cancellation, all outstanding debts, including missed monthly payments must be settled before a cancellation can be processed. Where appropriate notification is not received before your next scheduled payment of the month, we

reserve the right to collect the following month and notice of your cancellation will be deemed to have been given in the following month. Your membership will therefore continue for a further month and will stop at the next monthly renewal. If you wish to re-start your membership with us, you will be required to log in to your account and purchase another subscription with an upfront payment.

Cancelling Annual Memberships:

As we offer a heavily discounted Annual Membership for customers wanting to commit for 12 months, the membership cannot be cancelled once the 14-day cooling off period elapses, unless for compassionate or medical reasons, where this can be considered with appropriate and relevant medical evidence.

Freezing RCP and Annual Memberships:

To freeze your membership you must notify us, in writing by sending an email to uocactive@cumbria.ac.uk giving at least 5 working days 'notice period'. All requests are limited to a minimum duration of 1 month and maximum 3 months in a 12 month period.

Please note that RCP payments can only be put on hold between monthly renewal dates.

Annual memberships will still be contracted to the full year, additional months will be added to the end of the membership.

We review and make decisions about all refund/cancellation requests in accordance with the current Terms and Conditions governing the sale of the memberships, block bookings or activity bookings. These are the terms to which you agreed at the time of purchase.

E: uocactive@cumbria.ac.uk

W: cumbria.ac.uk/UoCActive

This policy statement is for ease of access only. For full T&Cs, please visit our website.

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