

# BOOKING / CANCELLATION POLICY



## BOOKING POLICY

### Termly classes at Avian Dance Studios

Our termly classes are booked in blocks (approximately 6-7 weeks) through our website. Each term, we offer existing gymnasts a priority booking window (usually 1 week), in which they are guaranteed a space in the same class they previously attended, subject to no significant timetable changes. Parents will be emailed when the booking window opens and should keep an eye on their junk folders or notify us if they have not received anything. If wishing to change class time or class type, we ask that parents make a request via email to [erin@jollygym.com](mailto:erin@jollygym.com) and we'll inform them whether there is space to do so. At the end of the priority window, any unbooked spaces will be made available to those on our Mailing List and may be advertised (e.g. on social media). At this stage, anyone is able to book available spaces on a first come first served basis and there is no guarantee that existing gymnasts will be able to retain their space. One trial session will be available to new gymnasts or those trialling a new type of session at the start of a half term; this must also be booked and paid for in advance using the booking website.

### After school clubs

Sessions held on school sites are open only to children attending that school. They will be invited to book by the school staff, usually via email or newsletter. Sessions will be booked in blocks (usually half termly) through our website, on a first come first served basis.

### One off events and special sessions

Off events we run e.g. Jolly Holidays sessions are bookable on a first-come-first-served basis and open to existing gymnasts as well as non-members. These are also bookable through the booking website and links will be provided via email or advertised on our website/social media.

### How to book

In order to book through our class management system 'Bookaby', parents are required to create an account and give their personal details which will be saved for next time they log in. Payment is taken via credit or debit card in full at the time of booking using 'Stripe'. Where there may be difficulty in paying on time or using these methods, parents should contact [erin@jollygym.com](mailto:erin@jollygym.com). A sibling discount of £5 per half term is offered to those with more than one little one booked into our classes and details of how to apply this discount to your shopping basket will be sent to you via email. From time to time, other discounts and offers may apply, but please be aware discounts cannot be applied retrospectively if not applied at the time of booking.

A booking confirmation will be automatically emailed to the email address provided, although this may land in a Junk folder so we ask you to keep an eye out for it. Any issues with your booking should be notified to [erin@jollygym.com](mailto:erin@jollygym.com) as soon as possible so that we can make any amends.

## CANCELLATION POLICY

Once booked, sessions are non-refundable unless in exceptional circumstances. Unfortunately, if you're unable to attend (e.g. due to illness) we will not normally be able to refund a session or part of a term. Please notify us at the earliest opportunity possible if you are having difficulty attending your booked class, and we will do everything we can to help - please note we're usually unable to fulfil requests to attend a different time or day to normal due to capacity within our sessions.

If we need to cancel a session for any reason out of our control (for instance coach illness, adverse weather, issues with the studios, any government restrictions on activity), we will notify you as early as possible and offer a replacement session or credit your account for use against future sessions.