

BOOKING / CANCELLATION POLICY



BOOKING POLICY

Termly classes

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 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. A sibling discount of 20% off one child or 10% off total bill is available on full term bookings - it applies automatically if both children attend the same class or parents may need to enter a discount code (provided on request) if children attend different class times. 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 as soon as possible so that we can make any amends.

'CLASS SWAPS' AND CANCELLATION

Once booked, sessions are non-refundable unless in exceptional circumstances. We know that sometimes you have to change plans, so to offer a little flexibility we offer one 'class swap' per child per half term block, subject to availability. If you know you're going to miss a class, email erin@jollygym.com no later than 48 hours before and we'll do our best to offer you a swap into another class *that same week*.

Unfortunately, if you're unable to attend with less than 48 hours notice (e.g. due to illness) we will not normally be able to refund a session or part of a term.

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.