

A consumer has the right to cancel the contract of purchase if: the goods supplied do not meet the description provided; if the goods are not of a standard a reasonable person would regard as satisfactory; or if the goods are not fit for purpose.

1.0 Membership

- 1.1 Members are entitled to terminate their membership within 14 days of becoming a member if they are dissatisfied with the service offered by SSP for any reason; they will receive a full refund of any membership fees paid.
- 1.2 All other refunds are at the discretion of the Membership Manager.

2.0 Swim Academy

- 2.1 If a participant is unable to make any session due to their own circumstances, the session is lost and SSP will not be able to rearrange the session; this includes private lessons.
- 2.2 Non-attendance due to medical reasons will be refunded with proof of illness in the form of a doctor's note.
- 2.3 No refunds will be issued for Swim Academy lessons unless the session has to be cancelled or altered by SSP.
- 2.4 All other refunds are at the discretion of the Swim Academy Co-ordinator.

3.0 Courses

3.1 Holiday Camps

- 3.1.1 For all sport and junior camps, SSP will issue a full refund for cancellation up to 7 days prior to the commencement of the course.
- 3.1.2 50% of camp fees will be refunded to the participant if they cancel up to 3 days before the commencement of the course.
- 3.1.3 No refunds will be given for cancellations for camps with less than 3 days' notice.
- 3.1.4 Non-attendance due to medical reasons will be refunded with proof of illness in the form of a doctor's note.
- 3.1.5 All other refunds are at the discretion of the Course Co-ordinator.

3.2 Term-time Courses

- 3.2.1 If a participant wishes to withdraw or transfer from a course, a full refund will only be processed if the cancellation occurs before the second session of the course.
- 3.2.2 No refunds will be given after the second session of the course has started.
- 3.2.3 Non-attendance due to medical reasons will be refunded with proof of illness in the form of a doctor's note.
- 3.2.4 If a participant is unable to make any session due to their own circumstances, the session is lost and SSP will not be able to rearrange the session.
- 3.2.5 If SSP has to cancel a session from a course, SSP will ensure enrolled participants are contacted and the session is rearranged or a refund will be issued.
- 3.2.6 All other refunds are at the discretion of the Course Co-ordinator.

4.0 Sessions

4.1 Fitness Classes

- 4.1.1 Participants must give 24 hours' notice when cancelling a class if they require a refund; if less than 24 hours is given, participants will not be eligible for a refund but will be able to move to an alternative available session.
- 4.1.2 All other refunds are at the discretion of the Dance and Exercise Co-ordinator.

4.2 Sport Sessions

- 4.2.1 Participants must give 24 hours' notice when cancelling a class if they require a refund; if less than 24 hours is given, participants will not be eligible for a refund.
- 4.2.2 All other refunds are at the discretion of the Sports Participation Manager.

5.0 Bookings

5.1 Facility Hire – Front of House Bookings

- 5.1.1 Cancellations must be made at least 24 hours prior to the start of the booking to receive a full refund.
- 5.1.2 All other refunds will be given at the discretion of the Front of House Manager.

5.2 Facility Hire – Management Bookings

- 5.2.1 Cancellation over 28 days prior to the commencement of hire period will result in, if applicable, loss of deposit.
- 5.2.2 Cancellation less than 28 days prior to the commencement of hire period will result in loss of hire fees.
- 5.2.3 All other refunds are at the discretion of the Client Services Manager.

6.0 Climbing

- 6.1.1 No refunds will be issued for bookings on the climbing wall unless the session has to be cancelled by SSP.
- 6.1.2 If there is a difference between the number of people declared and the number of people present, no refund will be given for the number of people that have not attended.
- 6.1.3 All other refunds are at the discretion of the Climbing Wall Manager.

7.0 Parties

- 7.1 All birthday parties are non-refundable.

8.0 Events

- 8.1 Tickets for Surrey Storm, Surrey Smashers and Surrey Scorchers are non-refundable and non-exchangeable.
- 8.2 Any tickets purchased via SeatAdvisor are for events and are non-refundable.
- 8.3 Any tickets purchased online via tickets.com are non-refundable.
- 8.4 Any tickets purchased online via skytickets are non-refundable and any issues will need to be directed to skytickets.

9.0 Catering

- 9.1 Any refunds for unsatisfactory food or beverages purchased from the Bench Bar will be refunded at the discretion of the Catering Manager.
- 9.2 Any refunds for unsatisfactory food or beverages purchased from Starbucks will be refunded at the discretion of the Catering Manager.

10.0 Vending

- 10.1 Use of the vending machines is at the customer's discretion, SSP is not responsible for lost money or faults in the machines; no refunds are guaranteed.
- 10.2 Reflex
 - 10.2.1 SSP will not issue a refund for any problems with Reflex vending machines. Any issues will need to be directed to Reflex directly or are at the discretion of the Fitness Manager.
- 10.3 LTT
 - 10.3.1 SSP may issue a refund for money lost in the machine depending on the nature of the issue; this is at the discretion of the Front of House Manager.
 - 10.3.2 All other issues will need to be directed to LTT via 01132 810200.
- 10.4 Hydrachill
 - 10.4.1 SSP will only issue a refund for money lost in the machine if a replacement water bottle is not available.

11.0 Retail

- 11.1 No refunds will be given without proof the retail item was purchased at SSP in the form of an itemised receipt.
- 11.2 No refunds will be given for Reflex products without authorisation from the Health and Fitness Manager; any returns should be directed to Reflex.
- 11.3 Refunds on retail items purchased at SSP will be given within 14 days of sale, provided they are in reasonable condition.
- 11.4 Refunds for 14-28 days after purchase will be given at the most recent sale price, provided the items are in reasonable condition.
- 11.5 Items to be returned cannot be damaged, worn, washed or altered and the labels or tags must be intact unless they are faulty.
- 11.6 An exchange may be offered for items which are returned as faulty, outside of the 28 day refund period.

12.0 Lockers

- 6.1 SSP is not responsible for any money lost through using the lockers; refunds are not guaranteed.

13.0 Surrey Human Performance Institute (SHPI)

- 10.1 Refunds for testing will only be issued under extreme circumstances, at the discretion of the SHPI Manager.