

## **Surrey Sports Park (SSP) Refund Policy**

**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 on the authorisation of the Head of Member Services.
- 1.3 Swim Academy membership's refund policy is covered by the T&Cs outlined in their contract.
- 1.4 Badminton Membership's refund policy is covered by the T&Cs outlined in their contract.

### **2.0 Courses, Camps and SSP programme events**

- 2.1 For all courses, camps and SSP programme events, SSP will issue a full refund up to 7 days prior to the commencement of the activity.
- 2.2 For all courses, camps and SSP programme events, 50% of fees will be refunded to the participant if they cancel up to 3 days before the commencement of the activity.
- 2.3 No refunds will be given for cancellations for courses, camps and SSP programme events with less than 3 days' notice with the exception of 2.4.
- 2.4 Non-attendance at any activity due to medical reasons will be refunded with proof of illness or injury (e.g. doctor's note).
- 2.5 If a participant is unable to make any session included in the course or camp booking due to their own circumstances, the session is lost and SSP will not be able to rearrange group or private lessons; this includes Swim Academy.
- 2.6 If SSP has to cancel a course, camp or SSP programme event or a session from a course or a camp, SSP will ensure enrolled participants are contacted and the activity is rearranged. If the participant is unable to attend the rearranged date then the session is forfeited, these cannot be transferred to other future courses. If a session cannot be rearranged by SSP then a refund will be given.
- 2.7 For all courses, if a participant wishes to withdraw from the course, a 50% refund for the remaining sessions will only be processed if the cancellation occurs in writing before the start of the second session of the course or camp and SSP have not been able to provide a suitable alternative.
- 2.8 For all courses, no refunds will be given after the second session has started.
- 2.9 All other refunds are on the authorisation of the Sports Participation Manager.

### **3.0 Sessions**

- 3.1 Fitness Classes and Sports Sessions (including Surrey Summit climbing, swimming, rackets, netball, basketball)
    - 3.1.1 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.
    - 3.1.2 All other refunds are on the authorisation of the Fitness / Sports Participation Manager.
- Please note that the cut off for refunds and moving of classes is 30 days.**

### **4.0 Bookings**

- 4.1 Facility Hire – Front of House Bookings
  - 4.1.1 Cancellations must be made at least 24 hours prior to the start of the booking to receive a full refund.
  - 4.1.2 All other refunds are on the authorisation of the Guest Care Manager.
- 4.2 Facility Hire – Management Bookings
  - 4.2.1 Cancellation over 28 days prior to the commencement of hire period will result in, if applicable, loss of deposit.
  - 4.2.2 Cancellation 14 days prior to the commencement of hire period will result in 50% loss of hire fees.
  - 4.2.3 Cancellation 7 days prior to the commencement of hire period will result in 100% loss of hire fees.
  - 4.2.4 All other refunds are on the authorisation of the Client Services Manager.

### **5.0 Surrey Summit Climbing Group bookings**

- 5.1. No refunds will be issued for bookings on the climbing wall unless the session has to be cancelled by SSP.
  - 5.1.1 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.
  - 5.1.2 All other refunds are on the authorisation of the Surrey Summit Manager.

### **6.0 Events**

- 6.1 Tickets for Surrey Storm and Surrey Scorchers are non-refundable and non-exchangeable.
- 6.2 Any tickets purchased via EventBrite are for events and are non-refundable.
- 6.3 Facility Hire – payment is due in full at least 28 days prior to the hire period
  - 6.3.1 Cancellation over 28 days prior to the commencement of hire period will result in, if applicable, loss of deposit.
  - 6.3.2 Cancellation 14 days prior to the commencement of hire period will result in 50% loss of hire fees.
  - 6.3.3 Cancellation 7 days prior to the commencement of hire period will result in 100% loss of hire fees.
  - 6.3.4 All other refunds are on the authorisation of the Client Services Manager.

## 7.0 Catering

- 7.1 Any refunds for unsatisfactory food or beverages purchased from the Bench Bar will be refunded on the authorisation of the Catering Manager.
- 7.2 Any refunds for unsatisfactory food or beverages purchased from Starbucks will be refunded on the authorisation of the Catering Manager.
- 7.3 **Pre-booked Catering** – payment is due in full at least 28 days prior to the service delivery period
  - 7.3.1 Cancellation over 28 days prior to the commencement of service delivery period will result in, if applicable, loss of deposit.
  - 7.3.2 Cancellation 14 days prior to the commencement of service delivery period will result in 50% loss of service delivery fees.
  - 7.3.3 Cancellation 7 days prior to the commencement of service delivery period will result in 100% loss of service delivery fees.

## 8.0 Vending

- 8.1 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.
- 8.2 LTT – SSP may issue a refund for money lost in the machine depending on the nature of the issue; this is on the authorisation of the Guest Care Manager. All other issues will need to be directed to LTT via 01132 810200.
- 8.3 Hydrachill – will only issue a refund for money lost in the machine if a replacement water bottle is not available.

## 9.0 Retail – KitKabin - Refunds

**All refunds / returns need to be directed to KitKabin's point of sale during the shops opening hours.**

- 9.1 Retail goods purchased can be exchanged or refunded if returned in an unused and saleable condition with proof of purchase within 28 days.
- 9.2 Sale items are not able to be exchanged or refunded. This does not affect your statutory rights.

## 10.0 The Treatment Room

As an appointment based business The Treatment Room operates a strict cancellation policy. Please ensure your mobile number & email address are up-to-date to receive confirmation & reminder messages and let us know as soon as possible via email to make any changes.

10.1 Failure to arrive / no show without prior notice = **full cost of treatment**

10.2 Less than 24-hours' notice given = **50% of cost of treatment**

If we are able to re-schedule your appointment within 7 seven days with the SAME therapist you will not be charged this fee\* or if we are able to fill your appointment with a client from the waiting list.

**\*In the event that you fail to attend & pay for this rebooking the original 50% fee will still apply, as well as any late fees associated with this rebooking.**

10.3 More than 24-hours' notice given = **no fee will be charged**

## 10.0 Lockers

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