



Cancellation and refund policy

If a customer is wanting to cancel their subscription they will need to get in contact with someone from the CSC gymnastics team, via email at csc@prosports-solutions.co.uk.

1. If a gymnast wishes to leave the club, and therefore cancel their membership, they will need to give at least 1 month's notice. If, for example, you cancelled your membership on the 31st of the month, your normal monthly subscription would be paid as usual and you would attend the classes as normal. Your subscription would not be taken the month after, and you would leave the club. If you gave notice of cancellation 1st-30th of the month, your subscription would run to the end of the following month. This means that the usual subscription would be taken at the beginning of the following month. You are welcome to continue until your subscription ends.
2. If a gymnast is wanting to cancel their membership due to injuries such as a break, fracture or long term illness we will cancel the subscription with immediate effect and refund the amount remaining for the rest of the month.
3. If a child misses a session due to being on holiday or due to illness and we have not had 48hrs notice we will not refund this session or arrange a make up session.
4. If the customer knows their child is going to miss a session and has given the CSC gym team 48hrs notice we are more than happy to arrange a make up session. No refunds will be given even if the make up session can not be attended
5. If a session has been cancelled by the CSC team, for any reason, we will offer the customer the option of rescheduling the session or we will refund the customer the amount of the session missed.