



Payments, Booking, Refunds and Cancellations Policy

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Together we show up, give our best, support others and keep improving.

Organisation	Cambridge Sword Ltd
Policy title	Payments, Booking, Refunds and Cancellations Policy
Policy number	14
Version	V3
Policy owner	Club Manager
Created	Drawn from existing Cambridge Sword policies and procedures
Updated draft	July 2026
Next review	July 2027, or sooner if guidance, law, club practice or safeguarding requirements change

At a glance

- Places should be booked and paid for through the agreed club booking process.
- Bookings, fees, cancellations and refunds should be handled consistently and transparently.
- Some sessions may have waiting lists, so late payment may risk losing a place.
- Refunds or credits may be limited where the club has already committed to venue, coach or event costs.
- Any exceptional circumstances should be discussed with the Club Manager.

Purpose

This policy explains how Cambridge Sword manages bookings, fees, payments, refunds, credits and cancellations.

Booking and payment

Bookings should normally be made through the club's approved booking system (Pembee) or agreed process.

Fees should be paid by the stated deadline and before the first session unless a different arrangement has been agreed.

Where a session is full, the club may use waiting lists and may offer places to others if bookings or payments are not completed on time.

Club cancellations

If Cambridge Sword cancels a session, camp or event, the club will decide whether a replacement session, credit or refund is appropriate based on the circumstances and the booking terms.

If a venue closes, school closes or conditions make a session unsafe, the session will not run.

Member cancellations

Where a parent/carer or member cancels, refunds or credits will depend on the notice given, the type of session/event, the booking terms and whether the club can fill the place.

The club may not be able to refund missed sessions where venue, staffing or event costs have already been committed.

Exceptional circumstances

The Club Manager may consider exceptional circumstances on a case-by-case basis, including serious illness, injury, bereavement or other significant situations.

Any exceptional decision should be recorded so that the club remains consistent and fair.

Communication

Booking, payment, refund or credit queries should be sent to the club's agreed administration contact, not raised in WhatsApp group discussion.

Related policies and guidance

This document should be read alongside:

- Parent/Carer Code of Conduct
- Arrival, Collection and Supervision Policy
- One-to-One Lessons Policy and Booking Terms
- Complaints and Concerns Procedure

Review

This document will be reviewed annually, or sooner if there is a safeguarding concern, complaint, incident, near miss, change in club practice, change in guidance, or change in relevant law or governing body requirements.

Approval and review record

Prepared by	Emily Lucas, Operations Manager	Date	July 2026
Reviewed by	Sarah Paveley, Club Director / Head Coach	Date	
Reviewed by	Hannah Jones, Welfare Officer	Date	
Next review due	July 2027, or sooner if required	Date	