



Sport Refunds Policy

This policy outlines our approach to giving refunds to customers whether they are students, staff or members of the local community. By setting-out our approach we are demonstrating our commitment to be fair, transparent and consistent when making decisions related to refunds.

When this Policy refers to notice being given in writing this may be by email but not text message.

Casual Hire and Activities

Casual hire and activities are deemed as being 'one-off', non-frequent, non-patterned and taking place within the next 7 days. These activities include, but are not limited to, booking a badminton court, participating in a fitness class or taking part in a Campus Sport session. Bookings for these activities can be taken without completing a Booking Request Form and payment must be made at time of booking. Many of these activities incur a charge. Activities that are paid for in this way will not normally be refunded unless the University cancels the session or there are exceptional circumstances.

Sports Facility Block Bookings

We do accept block bookings from individuals, clubs and organisations who wish to use the sportshall at Mildmay Sports Centre or Sawyers Gym over a longer period of time (normally a minimum set of 5 or more periods). Hirers will be invoiced for these bookings on a monthly basis. If Hirers of these facilities wish to cancel all or part of their booking they must give sports staff at the University two full weeks' notice in writing. Once sufficient notice is given, we will offer alternative dates or a refund for the specific part of the booking that they wish to cancel.

In the event of cancellation by the University, its representatives will endeavour to give written notice to the Hirer and alternative dates for the same facilities will be offered. If alternative dates are not available or acceptable to the Hirer then a refund will be given for the specific elements of the booking that have become unavailable. There may be occasions when facilities are made unavailable to the Hirer due to the need for repair or other such reasons. In these circumstances the University will give as much notice as possible but in exceptional situations may be obliged to cancel without notice.

Bookings that require use of the facilities for more than 3 consecutive hours are considered to be 'events'. In these examples the Hirer will be invoiced for 50% of the total cost of the booking at the time that the booking is confirmed. This fee is not refundable unless the booking is cancelled by the University. If the Hirer wishes to



cancel the booking after the initial 50% cost is paid then they must give sports staff at the University two full weeks' notice in writing to avoid being charged for the additional 50% of the total cost of the booking.

On-Campus Gym Memberships

We offer annual, 3-month and 1-month gym memberships. In each case customers will pay for their membership 'up front' and we will not take further payments from them until they request that their membership be extended.

For annual gym memberships, we will offer a full refund if customers change their mind within 14 days of purchase.

Other than this, we will only offer refunds in exceptional circumstances as follows:

- If a student is no longer registered at the University for a reason other than graduation;
- If a member of staff is no longer employed by the University;
- If any customer is no longer physically able to use the gym and this is evidenced by a letter from their GP confirming the dates when the customer was incapacitated.

In the examples above, refunds will be calculated as follows:

Time Remaining of Membership	Percentage of Full Price to be Refunded
9 months or more	(Full price – unit cost of any joining gift) x 75%
6 months or more	(Full price – unit cost of any joining gift) x 50%
3 months or more	(Full price – unit cost of any joining gift) x 25%
Less than 3 months	No refund

Partner Gym Memberships

We have a number of partners with whom we have secured subsidised membership packages for staff and students. These include, but are not limited to, Kelsey Kerridge (Cambridge), Greenwich Leisure (Cambridge) and Vivacity (Peterborough). Each of these organisations have their own policies relating to cancellations and refunds, which students and staff should make themselves familiar with before purchasing their membership.

Students can purchase a subsidized membership called 'Swim and Run' with Riverside Ice and Leisure Centre in Chelmsford through our sports staff. Swim and Run memberships are not refundable.

Sports Club Memberships

Students are able to join sports clubs by purchasing a Sports Club Membership. We will only provide refunds for these memberships in exceptional circumstances as follows:



- If a student is no longer registered at the University for a reason other than graduation;

If a student suffers an illness or injury that means they will not be able to participate in sports club activities for more than 12 consecutive weeks between 1 October and 31 May and that this is evidenced by a letter from their GP confirming the dates when the student was incapacitated. In the examples above, refunds will be calculated as follows:

Date that a Refund is Requested	Refund Provided
0-3 months from purchase date	(Full price – unit cost of sports club hoodie) x 60%
3-6 months from purchase date	(Full price – unit cost of sports club hoodie) x 30%
6-12 months from purchase date	No refund

Fitness Class Memberships

We offer Fitness Class Memberships which customers pay for ‘up front’ and we will not take further payments from them until they request that their membership be extended.

We will only offer refunds for these memberships in exceptional circumstances as follows:

- If a student is no longer registered at the University for a reason other than graduation ;
- If a member of staff is no longer employed by the University;
- If any customer is no longer physically able to participate in any of the activities that are included in this membership and this is evidenced by a letter from their GP confirming the dates when the customer was incapacitated.

In the examples above, refunds will be calculated as follows:

Time Remaining of Membership	Percentage of Full Price to be Refunded
9 months or more	75%
6 months or more	50%
3 months or more	25%
Less than 3 months	No refund

Campus Sport Memberships

We offer Campus Sport Memberships which customers pay for ‘up front’ and we will not take further payments from them until they request that their membership be extended.

We will only offer refunds for these memberships in exceptional circumstances as follows:



- If a student is no longer registered at the University for a reason other than graduation ;
- If a member of staff is no longer employed by the University;
- If any customer is no longer physically able to participate in any of the activities that are included in this membership and this is evidenced by a letter from their GP confirming the dates when the customer was incapacitated.

In the examples above, refunds will be calculated as follows:

Time Remaining of Membership	Percentage of Full Price to be Refunded
9 months or more	75%
6 months or more	50%
3 months or more	25%
Less than 3 months	No refund

Special Promotions

We will sometimes offer promotions for staff, students and members of the community. For example, we might include reductions in price for customers who commit to a number of sessions in advance or book before a certain date. We will not normally offer refunds for special promotions unless there are exceptional circumstances.

Outdoor Activities

We provide a programme of 'Outdoor Activities' which are one-off events and can be booked up to 90-days in advance. Bookings for these activities can be taken without completing a Booking Request Form and payment must be made at time of booking. We will only offer refunds for these sessions in exceptional circumstances as follows:

- If a student is no longer registered at the University for a reason other than graduation and the refund is requested at least 15 days before the activity is due to take place;
- If a member of staff is no longer employed by the University and the refund is requested at least 15 days before the activity is due to take place;
- Or if any customer is no longer physically able to participate in the activity and that this is evidenced by a letter from their GP, and the refund is requested at least 15 days before the activity is due to take place;
- Or the University has to cancel the activity.



Only sessions which are specifically promoted as part of the 'Outdoor Activities' programme will be refunded in this way – not all activities that take place outside.

Campus Sport Leagues and Tournaments

We provide a number of leagues and tournaments as part of our Campus Sport programme, which can be entered by individuals or teams. Refunds will not usually be given to individuals or teams entering these events unless there are exceptional circumstances. If the University has to cancel an event or withdraw a team's entry to an event, a full refund will be provided.

One-off Events

We will from time-to-time provide opportunities for staff and students to purchase tickets or entries for one-off events – either as participants or spectators. Examples of this include, but are not limited to, purchasing tickets for Wimbledon or entries for the Cambridge Half Marathon. These purchases are non-refundable unless stated otherwise at the time of purchase.

Sports Awards Tickets

Sports awards tickets are non-refundable.

Final Decisions

Whilst all decisions about refunds will be considered using the criteria stated above the Head of Sport reserves the right to refuse or agree to any refund on an individual basis, giving clear reasons for their decision. The Head of Sport will also arbitrate whether or not a case made for 'exceptional circumstances' warrants a refund.