



MEMBERSHIP REFUND POLICY

Version 1.0



Version History

Version	Summary of amendments/changes	Published Date
Version 1.0	Document Created	Nov 2024

Contact Information

IGA Office	info@igauk.com / 0345 319 7000
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Introduction

This Membership Refund Policy outlines the terms and conditions under which refunds may be granted for memberships purchased through Independent Gymnastics (IGA). By purchasing a membership, you acknowledge and agree to abide by this policy.

Purpose & Scope

This refund policy ensures transparency and fairness in handling requests while maintaining compliance with the Consumer Contracts Regulations 2013, which govern consumer rights for distance sales. It is designed to provide clarity for members regarding the circumstances under which refunds may be issued.

Eligibility for Refunds

Under UK consumer law, members are entitled to cancel their membership within 14 days of the purchase date.

Entitlement to Cancel:

- Members may cancel their membership for any reason within the cooling-off period.

Refund Eligibility:

- Refunds will be issued in full for requests made within the cooling-off period.

How to Cancel:

- Members must submit a written request to info@igauk.com, including full name, membership ID, and proof of purchase.



Non-Refundable Conditions

Membership fees become non-refundable once the 14-day cooling-off period has elapsed. Non-refundable circumstances include:

- Failure to utilise membership benefits.
- Changes in personal circumstances preventing participation.
- Requests made after the cooling-off period.

Refund Process

To request a refund:

1. **Submit a Request:** Email info@igauk.com within 14 days of purchase.
2. **Provide Information:** Include your full name, membership ID, and proof of payment.
3. **Acknowledgement:** IGA will confirm receipt within 5 working days.
4. **Processing:** Refunds will be issued within 14 days to the original payment method.

Exceptions to the Refund Policy

Refunds outside the 14-day cooling-off period will only be considered in highly exceptional cases, such as:

- The organisation's inability to deliver key membership services.
- **Permanent Disability or Injury:** If a member sustains a permanent injury or medical condition that prevents them from ever participating in gymnastics or coaching again, they may be eligible for a prorated refund. Evidence, such as a medical certificate, must be provided to support the claim.

Compliance with UK Law

This policy complies with UK consumer protection laws, including the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015. It does not affect your statutory rights in cases where services are misrepresented or not delivered with reasonable care.

Policy Transparency and Updates

IGA reserves the right to revise this policy periodically. Updates will be communicated on the IGA website and apply to memberships purchased after the revised policy comes into effect.



Policy Transparency and Updates

If you have any questions or wish to request a refund, please contact IGA at:

- Email: info@igauk.com
- Office Hours: Monday to Friday, 9:00 AM – 5:00 PM

Useful Contact Information

- **IGA:**

Email: Info@igauk.com

Tel: [0345 319 7000](tel:03453197000)