

# SPENCER CRICKET CLUB

## CANCELLATIONS & REFUNDS

### SECTION 1 – CANCELLING A MEMBERSHIP

Your right to cancel your **membership**.

#### **Cancelling your membership during the cooling-off period.**

After you have joined Spencer Cricket Club, you may cancel your membership for any reason within 14 days of joining. This is called the cooling-off period. If you choose to cancel within these 14 days, we will give you a full refund of the joining fee and any membership fees you have paid.

If you decide to cancel your membership within the cooling-off period, you need to either email or write to the Membership Officer at [membership@spencerclub.org](mailto:membership@spencerclub.org) or Spencer Cricket Club, Fieldview, Earlsfield, London, SW18 3HF, United Kingdom.

#### **Cancelling your membership after the cooling-off period.**

To cancel your membership mid-season, you must advise the Membership Officer in writing at [membership@spencerclub.org](mailto:membership@spencerclub.org) or Spencer Cricket Club, Fieldview, Earlsfield, London, SW18 3HF, United Kingdom.

Your entitlement to a refund will be at the discretion of the Membership Officer. Any refunds will be dealt with on a case by case basis. We may require proof of cancellation if on medical grounds.

If you cancel your membership in writing (by post or e-mail), on receipt of notice we will send you an acknowledgement letter or email to confirm the date that your membership will end. If you do not receive this acknowledgement, you must assume that we have not received your cancellation notice.

### SECTION 2 - OUR RIGHT TO CANCEL OR FREEZE YOUR MEMBERSHIP

We may cancel your membership by giving you one month's notice in writing. In these circumstances, we will refund that month's fee that you have paid, and any fees you have paid for future months. We may freeze your membership (we will not charge you membership fees while your membership is frozen) or cancel your membership without giving you notice, if:

- 2.1 You seriously or repeatedly break the conditions of your membership;
- 2.2 You allow another person to use your membership to gain entry into the club; or
- 2.3 You or your guests use offensive or abusive language, or use violent or offensive behaviour, at the club, or if your behaviour puts our other members, guests or employees at risk.
- 2.4 You and/or any guest(s) do or attempt to provide, offer, engage in, advertise or promote, whether or not for payment or other reward, at the club any activities which do or may compete in any way with any services or activities provided, offered, engaged, advertised or promoted by Spencer Cricket Club or its authorised personnel, including but not limited to, coaching or instruction to any individual or group.

If we receive official notice (for example, from the bank) that you have died, we will immediately cancel your membership and refund any fees you have paid for the remaining membership contract period.

### SECTION 3 – CANCELATION OF COURSES

Your right to cancel registration of a **course**.

#### Cancelling registration of a course.

To cancel registration of a course, you must send your notice in writing to the Membership Officer at [membership@spencerclub.org](mailto:membership@spencerclub.org) or Spencer Cricket Club, Fieldview, Earlsfield, London, SW18 3HF, United Kingdom.

Your entitlement to a refund will be at the discretion of the Membership Officer. Cancellation of a course once started, unless due to illness, a refund will not be issued.

We reserve the right to cancel a course for reasons of safety, weather, unavailability of coaches or resources. A full refund or credit note will be issued in the event that a course is cancelled by Spencer Cricket Club.

### SECTION 4 – REFUNDS

We will issue any refunds due to you by bank transfer (BACS) to your designated bank account.

A membership or course cancelled after the cooling-off period will be subject to a discretionary £10.00 administration fee by the Membership Officer, upon refund of any monies owed to you.

