



**Membership and Monthly Team Training Cancellation Policy
(including Cheer Team monthly training and Freerunning Team monthly training).**

1. You can cancel your membership within 10 days of joining, provided that you have not used the Airborn Academy on more than one occasion; simply confirm your membership details in person at the Airborn Academy reception desk or in writing via email.
2. If you pay your membership fees upfront in one single lump sum, your membership will automatically end once you have completed this term, unless you choose to renew your membership.
3. If you pay your membership fees monthly by reoccurring card payment, you can cease your membership at, or to coincide with, the end of your initial minimum term. If you wish to renew into a new membership with no change of plan type, you need do nothing more, your payments under your new membership will continue for the same term and will be collected by reoccurring card payment.
4. If you wish to change plan or do not wish to renew, please give us one full calendar months' notice in writing via email or in person at the Airborn Academy Reception.
5. If you renew your annual membership for a further period using the monthly payment plan, you can end your membership prior to the annual expiry date by giving us one full calendar months' notice, the shorter notice period being a no cost loyalty reward upon renewal. You must pay your full membership rate during your months' notice. Example: You give notice to end your membership contract on any day after the 1st of May, but your full calendar months' notice will not start until 1st June and you will leave on 30th June (your final payment will be for the month of June).
6. You can ask to cancel your membership and give us notice by providing your membership details: in person at Airborn Academy Reception or by email to reception@airbornacademy.com. We will send or give you confirmation once we have processed your cancellation. This could be by email, letter or a receipt from the club, depending on how you tell us you want to cancel your membership. Please tell us if you do not receive this.
7. Sickness, Self Isolation and Injury- please refer to the Return/Refund Policy for full details regarding refund of monies.

REFUND POLICY

To cancel a class or event and receive a refund, registrants must email into reception@airbornacademy.com at least 48 hours before the start of the booked class or event. Bookings are non-refundable if cancelled with less than 48 hours notice.

For membership and monthly team training packages please refer to the Cancellation Policy for full details regarding cancelling your monthly payment.

For exceptional circumstance only, please contact the manager in writing via email on manager@airbornacademy.com and a decision will be reached at the manager's discretion. Please note conflicting activities, vacations and temporary sickness will not be considered.

Airborn Academy reserves the right to cancel any class and we will notify you by e-mail or telephone within 48 hours class schedule and we will provide you with either a full refund, credit or transfer to another class.

For refund requests due to Sickness, including Self Isolation and Injury, membership(s) and or monthly payments, including Cheer monthly payments & Team Escape monthly payments, will not be refunded for the term of the sickness, self-isolation or injury term.