

Lincoln City Gymnastics Club

Unit 3-5 Newark Road Industrial Estate, Clayton Road, Lincoln, LN5 8RE

01522 262022

generalenquiries@lincolncitygymnasticsclub.co.uk

www.lincolncitygymnasticsclub.co.uk



Billing and Payment Policy

Introduction

This Payment and Billing Policy outlines Lincoln City Gymnastics Club's terms and conditions, procedures, and expectations regarding membership fees, class payments, and other charges. Our goal is to maintain transparency, consistency, and fairness for all members.

Our current, external online management system is IClassPro. This is accessible via our website or via the IClassPro app. All members can create an account upon joining the club and manage their payments from their account.

Our preferred method of payment is debit/credit card. Card details may be entered in the payment settings of your account in the online system. By providing your card details you are consenting to a "Continuous Payment Authority" (CPA), allowing the club to charge your card as outlined in the following sections.

Other payment methods may be accepted, but these would need to be agreed with the club.

Membership Fees

All gymnasts that attend Lincoln City Gymnastics Club's classes must have an active membership. Membership fees are set annually, and request of payment will be communicated via email and / or your management system account. Payment will be charge to your card within the first 7 days of the request for payment.

This fee is non-refundable fee.

For those joining partway through the year, the membership fee will be collected with your first monthly class payment as outlined on our booking page.

The annual membership fee is non-refundable and non-transferable. This fee covers each participant/family's entrance and use of the Centre's facilities for a full year.

Class Fees

Class fees for all structured classes will be billed to your account monthly and are due for payment immediately. Payment will be charged to your card within the first 7 days of the month.

Booking and Payment System

One off and invitational events, e.g. Holiday Clubs; should be booked online via our online management system. Payments for these events will be charge to your card within 7 days of booking.

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Cancellation Policy

We would be very sad to see you go, however if you are sure you want to leave the club, please email generalenquiries@lincolncitygymnasticsclub.co.uk or use your Parent Portal app to give your three weeks' notice. This notice period will begin from the date you contact us.

You will also need to cancel any pre-authorised payments (CPA) by logging into your online account.

For help with this, please speak to a coach or committee member.

We use an automated payment collection system which LCGC staff cannot intercept or cancel; this can only be done via the account holder and is therefore; your responsibility to cancel any future payments. Refunds cannot be provided if the cancellation process is not followed.

Non-attendance of classes by the member or cancellation of CPA does not give us your notice. You must provide us with a cancellation email otherwise you will remain liable for unpaid monthly fees.

If you have any queries or concerns regarding any cancellations, please contact us at generalenquiries@lincolncitygymnasticsclub.co.uk.

Club Closures

All our fees are structured to account for a two-week closure over the Christmas period and a week over the Easter period. During this time, no classes will be held. These closures are reflected in the overall pricing; therefore, no refunds will be offered for this period.

Occasionally, our classes may need to be cancelled due to internal events at the club such as our annual club competitions. If your child has been invited to participate in the event itself this will be considered part of their class experience, and no replacement session will be offered.

Changes to our policies

We keep our policies under regular review and will notify you of any changes made. You are advised to review this Billing and Payment Policy periodically for any changes. This Billing and Payment Policy was last updated in April 2025.

Contact us

If you have any questions about this policy, if there is something you don't understand, or you wish to exercise any of your rights, please contact us by emailing generalenquiries@lincolncitygymnasticsclub.co.uk or calling 01522 262022.

Policy approved by:

Chairperson: Patricia Clough
April 2025

Treasurer: Jacqui Slater
April 2025