Cancellation Policy

Member Classes
If you wish to cancel your membership with Phoenix Gymnastics Academy we will require a minimum of 30 days' notice, in writing, prior to the 27th of the month. Failure to do so may incur further costs to your final account. Once your membership has been cancelled you will lose your place in your current class and if you wish to re-join you will need to join the general waiting list and wait for an appropriate place to become available.

Ad-hoc Classes/Events
This includes bookings for our adult classes, open gym sessions, half term camps, private lessons and any other classes/events which require pre booking. If Phoenix Gymnastics Academy need to change/cancel your booking, you will have the option to receive a full refund. If you need to change/cancel your booking within 24hrs of the start of the class/event you will forfeit the full cost of the class/event, and this cannot be moved to an alternate day/time. If you need to change/cancel your booking within 7days of the start of the class/event you will have the option to move your booking to an alternate day/time, if available. If you need to change/cancel your booking more than 7days prior to the start of the class/event you will have the option to either move your booking to an alternate day/time or receive a full refund, unless otherwise stated.

External Bookings (including parties)
If Phoenix Gymnastics Academy need to change/cancel your booking, you will have the option to receive a full refund. If you need to change/cancel your booking within 24hrs of the start of your booking you will forfeit the full cost of hire, and this cannot be moved to an alternate day/time. If you need to cancel your booking within 7days of the start of your booking you will have the option to move your booking to an alternate day/time if available. If you need to change/cancel your booking more than 7days prior to the start of your booking you will have the option to either move your booking to an alternate day/time or receive a full refund.