



LaunchPad Trampoline Gymnastics Academy

Unit 5, Trackside Business Park
Hawthorn Avenue
Kingston Upon Hull
HU3 5EN

CANCELLATION POLICY

All members to LaunchPad Trampoline Gymnastics Academy pay a month's fee upfront when they join the club which acts as your cancellation month if you decide in the future to leave the club. Your last month with us will not be invoiced as you pay it when you join.

For example, if you join a one-hour class with us your fees will be collected as follows:

Month 1: £50.00

Month 2 onwards: £25.00

If you decide to join more than one class with us for example Gymnastics and Trampolining, then each class is invoiced individually and collected by direct debit in separate payments.

By paying your cancellation fee upfront it protects us as a club if a member cancels their direct debit without giving us notice. We are a charity and rely on the class fees and annual membership to be able to run the club.

Cancelling your direct debit with LaunchPad Trampoline Gymnastics Academy

If, at some point in the future your child or children decide that they no longer wish to attend their class(es) with us then the procedure to cancel is as follows:

- 1) Email us membership@launchpadacademy.co.uk
- 2) No later than the **20th** of the month so that we can stop the following month's direct debit being requested.
- 3) You will receive a "cancellation of classes" email confirming your payments have been stopped from the Admin Team.
- 4) Your following months training is already paid for and you can continue to attend classes as normal.

Are you sure you want to cancel?

Suggestions prior to cancelling your membership with us...

- ✓ **Speak to the coach to inform them that you are thinking about leaving.**
The coach may be able to reignite your child's interest. Perhaps there is a specific skill or goal that they are wanting to achieve, sometimes the children do not share with us in the lesson even when prompted due to shyness or being polite. We encourage the children to tell us what they would like to work towards so that we can put all the progressions in place safely.

- ✓ **If your child does not enjoy their session due to their coach**, or others in the class then you can speak to the head coach at the club who can look to offer you an alternative class day, time or coach providing it would be suitable for your child and we have availability. We strive to provide a happy and welcoming club for all members, therefore if your child is unhappy with others in their class please bring this to our attention as soon as possible so we can intervene.
- ✓ **What about trying a different class?** We offer Gymnastics, Trampolining mixed classes, competition classes and boys classes as well as Double Mini Tramp (DMT), Boys Gym Ninja and FreeG which is the British Gymnastics version of Parkour/Free Running.

Has your child reached their teen years and less willing to participate in sport?

Why not sign up to the **LaunchPad Leadership Academy** which is designed specifically for children in Years 8+ (Aged 13 – 18), they can continue with their classes as normal and on top of these they can come into the club to assist the other coaches while undertaking their coaching qualifications, along with a range of other qualifications and training the Leadership members will also organise fundraising events and activity days for the club...a really great programme to participate in!

If you have any further questions, please contact us at

membership@launchpadacademy.co.uk