

• REFUND AND CANCELLATION POLICY •

This article outlines the refund and cancellation policy for Manor Sports and Leisure Ltd

Gym memberships

Standing orders

Due to the flexibility of this membership, if you wish to cease your membership you must do so via online banking, telephone banking or in branch. Manor Sports and Leisure Ltd cannot cancel this on your behalf, therefore we are unable to offer refunds for payments made.

No refunds are available for standing orders.

Cash/card memberships

Within 24 hours from commencing membership – 100% refund.

Within 7 days from commencing membership* – 50% refund.

After 7 days from commencing membership, no refunds will be given.

In the event of prolonged illness, or in the event of a temporary centre closure, memberships will be credited appropriately as agreed by the centre manager.

**refund requests must be made via our 'Refund Request Form' and submitted within 7 days of commencing membership.*

Sports facilities

Block booking

Bookings cancelled before 24 hours from time of booking will incur zero cost.

Bookings cancelled within 24 hours – 100% of cost will be invoiced to individual/club.

In the event of a temporary centre closure, any payments made upfront by customers for bookings will be credited appropriately.

Casual bookings

Casual bookings are paid on the day, prior to using the facility. No refunds are available.

In the event of a double-booking, staff will try to accommodate you the same evening free of charge. Should we be unable to do this, any offer of a free or reduced use of a facility is at the discretion of the centre manager, who will be notified of any double booking and will contact the individual/club in concern.