



# Terms & Conditions

## at The Vault

(v1 2020)

Carterton Gymnastic Club CIC      Reg No 11623731  
Moles End, 81 Common Road, North Leigh OX29 6RE  
01993 883300 / 07702 123654  
cartertongymnastics@outlook.com      www.cartertongym.co.uk



Our Terms and conditions are governed by the laws of the UK.

As a user of The Vault's online booking systems, including the website and customer portal, you acknowledge that any use of the online systems, including any transactions you make, are subject to our terms and conditions, refunds and cancellations policy. Please read these terms and conditions carefully before using our booking systems.

All rolling class subscriptions require a one month cancellation period. Fees will be due/charged on the 1st of the month, payable in advance.

A valid payment method must be stored on the customer portal, for use of payments for all rolling sessions.

Any payment received after the 3rd of the month will be subjected to a £5 late fee. Should payment not be received by the 7th of the month, you will receive a cancellation notice for the class space. Participants may continue to attend until the end of the cancellation period.

All single sessions must be paid for in full at the time of booking. Single sessions cannot be booked more than 14 days in advance. All single sessions are non-transferable and non-refundable.

Classes are subject to availability and priority is given to current members.

The Vault manager will, at their sole discretion, terminate membership should any serious or repeated breach of rules or conduct policy occur. This will result in forfeiting your deposit.

Products purchased through the customer portal are protected under consumer law. Customers are entitled to a 14 day period from receiving the goods to cancel their order and receive a full refund. Exceptions to this include any items with a seal for health protection and hygiene reasons that have been broken, used items, and any item subject to ordered personalisation.

Any refund will be processed within 14 days of the goods being returned.

In the event that you have any reason to complain or have any comments you wish to be formally recorded, you must immediately inform The Vault. Any verbal notification must be put in writing. If you remain dissatisfied, you must write to The Manager at The Vault, within 21 days of any incident or issue arising, providing full details of your complaint.