



Terms & Conditions

at The Vault

(v2 August 2023)



Affiliated with
Southern Region & Oxfordshire
Gymnastics Gymnastics



Fun Active
Modern Inclusive
Life-developing You



Carterton Gymnastic Club CIC
Moles End, 81 Common Road, North Leigh, Witney, Oxon OX29 6RE 01993 870778 Reg no 11623731
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 7 days after the due date will be subject to a £5 late fee. Failure to make payment could result in your space being cancelled after 4 weeks. No refund of your deposit will be given.

Participants may continue to attend until the end of the cancellation period.

All bookings must be paid for in full at the time of booking. All sessions are non-transferable and non-refundable. Any exception will be made at the discretion of CGC CIC..

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.