

Session Cancellation – Policy & Procedure

Session Cancellation Policy

In cases of extreme weather or other exceptional circumstances it may be necessary for us to cancel classes if it is not deemed safe to open the Wiltshire School of Gymnastics.

Such situations include:

- If access to the gym is restricted due to heavy snow meaning emergency service vehicles cannot attend if required
- If we cannot ensure the safety of our staff or WSG members travelling to and from the centre
- Any other event beyond our control due to unusual or unforeseeable circumstances beyond our control. Such events would include, for example, war, threat of war, riots, civil strife, pandemics, industrial disputes, terrorist activity, fire or adverse weather conditions, natural or nuclear disaster, or similar events beyond our control.

If classes need to be cancelled we will contact you as soon as possible via email and offer you either a make-up session or account credit toward a suitable session for your child. **No refunds will be issued.** If we are open and you feel it is not safe to attend no alternate class will be offered and no refunds can be issued.

With regard to competitive squad fees, WSG has already built into your fee structure to allow for 4 weeks of official discipline closure and training cancellations due to coach illness, poor weather and other exceptional circumstances.