NETTY'S FITNESS FUN

Cancellation & Refund Policy

Policy owner	Netty's Fitness Fun
Policy date	September 2026
Review date	September 2027

1. Purpose

This policy explains what happens when a parent/carer needs to cancel a child's booked session, when Netty's Fitness Fun cancels a session, and how refunds or transfers will be handled.

Our aim is to keep the arrangements simple, clear and fair for families while allowing us to plan session places and costs.

2. Session bookings and payment

Netty's Fitness Fun sessions cost £5 per child per session. A child's place is confirmed once the required payment has been received.

Parents/carers should check the selected session date carefully when booking and use the child's name as the payment reference where requested.

3. Cancelling a child's place

We understand that plans change and children sometimes become unwell.

If a parent/carer needs to cancel a booked session, please contact Netty's Fitness Fun as soon as reasonably possible at info@nettysfitnessfun.co.uk.

Where reasonable notice is given, we will normally offer either:
• A transfer of the £5 payment to another available Netty's Fitness Fun session; or
• A refund of the session fee.

Where a cancellation is made very close to the session and the place cannot reasonably be offered to another child, any refund will be considered fairly in light of the circumstances and any actual loss incurred by Netty's Fitness Fun.

Nothing in this policy affects a parent/carer's statutory consumer rights.

4. Child illness or unexpected circumstances

If a child is unwell, parents/carers should not feel pressured to send them to a session simply because it has been paid for.

Please contact us as soon as possible. We will aim to deal reasonably with illness, family emergencies and other genuine unexpected circumstances and, where appropriate, offer a transfer or refund.

5. If Netty’s Fitness Fun cancels a session

If Netty’s Fitness Fun cancels a session and cannot provide the booked service, parents/carers will be offered:

- A full refund of the affected session fee; or
- The option to transfer the payment to another available session.

The choice will remain with the parent/carer.

A session may occasionally need to be cancelled because of instructor illness, venue problems, severe weather, unsafe conditions, an emergency or another circumstance that means the session cannot safely or reasonably go ahead.

6. Changes to a session

If a significant change has to be made to the time, venue or arrangements for a booked session, parents/carers will be informed as soon as reasonably possible.

If the change means the child can no longer reasonably attend, Netty’s Fitness Fun will offer an appropriate transfer or refund.

7. Multiple-session bookings

Where several sessions have been booked and paid for together, cancellation or refund arrangements will apply to the affected session or sessions rather than automatically cancelling the whole booking.

Parents/carers should make clear which session dates they wish to cancel or change.

8. Refund method and timing

Approved refunds will normally be returned using an appropriate payment method. Parents/carers may be asked to provide the information reasonably needed to identify the original payment and process the refund.

We will aim to process agreed refunds promptly.

9. Fairness

Netty’s Fitness Fun will apply this policy reasonably and will not impose disproportionate cancellation charges or automatically retain advance payments where doing so would be unfair.

Any amount retained following a customer cancellation will take account of the actual loss caused by the cancellation and reasonable steps that can be taken to reduce that loss, such as filling the place with another child.

10. Contact

For cancellations, transfers or refund enquiries:

Email: info@nettysfitnessfun.co.uk
Telephone:

Please include the child’s name and the date of the booked session.

11. Review

This policy will be reviewed annually or sooner if booking or payment arrangements change, or if relevant consumer requirements or guidance change.

Signed: Annette Copeman-Lamoureux

Role: Owner

Date: September 2026

Next review: September 2027