

Newhaven Gig Rowing Club

Cancellation & Refund Policy

This policy is to provide information and guidance to club members as to the circumstances in which they may be entitled to receive a refund. This policy covers cancellations and refunds for the annual membership and row bookings.

Annual Membership

Annual membership payments are either paid in full at time of registration or paid monthly with payment commencing on date of registration.

In general, **memberships are non-cancellable** and **fees are non-refundable** but NGRC recognises that there may be extenuating circumstances. The following outlines how extenuating circumstances may be handled should they arise.

In the event a member experiences a medical condition that prevents them from rowing (e.g. serious illness, broken bones etc.) or they are required to leave the area (e.g. move away for work, family crisis etc.) they may be entitled to either **a)** cancel any further payments (pay monthly member) or **b)** a refund (pay annually member).

All refund requests should be made in writing to the club Secretary at admin@ngrc.co.uk. Refund amounts will be based on the date the refund is requested.

Pay Monthly

Pay monthly membership is **non-refundable** in any circumstance.

The request to cancel membership and stop any further payments will be considered.

Pay Annually

If the member is paying annually the request to cancel their membership and receive a refund will be considered.

If a refund is agreeable this will be at a rate of £5 per month for any outstanding months of the membership.

Row Bookings

When booking onto a row, a deduction of 3 credits (equal to £3) is deducted from the members' row dough wallet. A full refund of row dough will be approved if **a)** the row booking is rejected by the cox or **b)** the row is cancelled by the cox.

The following applies if a member is to cancel their row booking:

- 1)** If the member decides to withdraw from a row and cancels their booking with **more than 24 hours' notice** before the row is due to take place, a **full refund** will be offered.
- 2)** If the member decides to withdraw from a row and cancels their booking with **less than 24 hours' notice** before the row is due to take place, **no refund** will be given.

Row bookings can only be made via the website. If the member has not used this method they will not be allowed to row; no transfers are permitted.

