



SIMMSport Terms and Conditions

Updated November 2016

Weekly sessions

Payment Terms – New Members

Payment for each term must be made in full prior to the first session.

Payment Terms – Returning Members

Fees for each term must be paid before the deadline date indicated in the renewal letter sent by SIMMSport. If fees are not paid by the deadline date, your child's place will be offered to the next child on the waiting list.

Places cannot be held or confirmed until payment has been made.

Refunds/transfers

Cancellations can be made up to three weeks prior to the first session of a term, in which case a credit note will be issued for the full value paid.

Registrations cancelled less than three weeks prior to the start of a term, or once the term has begun, will be issued with a credit note to the value of the remaining fees minus a £10 administration fee.

If you would like to transfer to a different session within the same term, please note that this may be possible providing there are spaces open in the desired class. If the price of the class being transferred to is greater than the one transferring from, the difference in cost must be paid before the transfer can be completed.

Illness/injury

Those who are unable to attend the rest of a term due to long term injury or illness (three weeks or more) can transfer the remaining credit to a future term of the same SIMMSport activity. A doctor's note may be required to authorise this transfer.

Holiday camps

Fees for holiday camps must be paid at the point of booking. We cannot hold or confirm places until payment has been received.

For those wishing to cancel registrations, we are able to process refunds in the following manner:

- Fewer than five working days prior to the camp: No refund.
- Between five and ten working days: Credit note for the full value of the payment.
- Minimum of ten working days: Full refund.

General

All payments can be made either by cash in person, or by card in person or via phone. Please refer to the contact details on this page or by visiting the Sports Village Reception. Other payment plans are available upon request.

All credit notes must be redeemed within 12 months of the issue date and can be used on any SIMMSport programme.

Weather policy

Unfortunately, there are occasions when the weather is inappropriate for outdoor activities due to very low temperatures, rain or snow.

In cases of poor weather, we endeavour to make a decision a minimum of two hours prior to the session start time at the very latest. In the event that our outdoor facilities are unsuitable for activity, we will seek alternative indoor arrangements and direct parents as necessary.

In the event that no suitable facilities are available, parents will be informed by email and/or text as soon as possible prior to the session commencing. Sport St Mary's will make every effort possible to communicate this information with parents.

Unless instructed otherwise, parents should assume that programmes are going ahead as scheduled.

With all sessions, we advise that participants wear clothing suitable to conditions. Throughout colder periods we advise that all participants come prepared with multiple thin layers, as well as waterproof jackets (if appropriate).

Photographs

Generic group photographs may be taken during weekly sessions or holiday camps. If you do not wish your child to be included in any photographs, please let us know via email so that we can make suitable arrangements.

Acceptance of Terms and Conditions

When a member enrolls with SIMMSport you are confirming that you have read and accepted the above Terms and Conditions.

Contact details

To get in contact, please call 020 8240 4334 or email us on simmsport@stmarys.ac.uk and our administration team will help with your enquiries.