



# **Galway Community Circus**

## **Cancellation Policy for Galway Community Circus Activities**

**Updated : Feb 2021**

## Registration & Cancellation

1. All members **must re-register** with Galway Community Circus each term through our online system to maintain their place within a class. The correct class must be booked, or the class will be refunded, and the place possibly lost.
2. Payments are to be made only via the online system – cash, cheque or bank transfer will not be accepted.
3. Places **cannot** be held for members who do not register on time.
4. When a member misses a class, It is not possible to “make up” for missed classes or be refunded.
5. For substantial absence of a member from our classes, a medical note from a Doctor/Hospital/Chartered Physiotherapist must be provided in order to receive refunds for classes missed due to injury/illness, this must include the start and end date of the classes being missed. Refunds can only be given from the time we are notified via email.
6. In the event of closure in exceptional circumstances that is beyond management control i.e adverse weather conditions etc refunds cannot be processed. Where possible the Circus will do its best to schedule a ‘make up’ class. This may not always be possible. These classes will only be cancelled on government or met Eireann advice.
7. In the event of a closure in further exceptional circumstances that are also beyond management control i.e. pandemic etc refunds will be processed if the closure passes 2 weeks. These refunds will incur a 10% administrative fee.

### **8 (a) Cancellation of courses once they have started:**

If a member does not wish to continue to participate in Circus, we are not in a position to refund courses 6 weeks and shorter, once this course has started. However, for courses longer than 6 weeks (8/12/18 weeks) a refund can be given for the outstanding balance of the term (minus €20 admin cost), if you notify us of the intention to cancel by email at [info@galwaycircus.com](mailto:info@galwaycircus.com) no later than two weeks after the initial start date of this circus class.

### **8 (b) Cancellation of courses before they have started:**

Youth Circus: Cancellation 2 weeks prior to start of classes will get a full refund. 1 week will incur a 10% cancellation fee.

**8 (c) Moving physical classes online** *(for the safety of our community)*

If you do not wish to participate in online classes please contact [info@galwaycircus.com](mailto:info@galwaycircus.com) for further information. Opting out of online classes in this situation will not affect your current membership and you can return to physical classes once restrictions allow.

**Cancellation of courses before they have started:**

1. Youth Circus: Cancellation 2 weeks prior to start of classes will get a full refund. 1 week will incur a 10% cancellation fee.
2. Camps- One-week notice – 50% fee refunded, Less than one week – no refunds, even if illness or injury
3. Individual workshops (Specialised and masterclasses): One-week notice – 50% fee refunded, Less than one week – no refunds, even if illness or injury

**Social Circus/Parties/Team Building**

10% Deposit on parties & Teambuilding required at booking confirmation.

- More than 30 days - €25 cancellation fee
- 10 – 30 business days – 10% of total cost
- 3 – 9 business days – 50% of total cost
- Less than 72 hours – 100% of total cost

**Galway Community Circus would like to thank you for your continued support.**