



# **Galway Community Circus**

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

Updated: February 2025

## Registration and 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 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 to be refunded.
- 5.** For substantial absence of a member from our classes, a medical note from a Doctor, Hospital, or Chartered Physiotherapist must be provided to receive refunds for classes missed due to injury or illness. This note 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 are beyond management control, for example adverse weather conditions, 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 refunds will be processed if the closure passes 2 weeks. These refunds will incur a 10% administrative fee.

**8. Cancellation policy for subscription terms once they have started.**

All subscription term payments will be taken on the 1st of every month. To cancel, you must notify the GCC office via email at [info@galwaycircus.com](mailto:info@galwaycircus.com). Any refunds for subscription terms are at the discretion of GCC and will be based on the time of cancelling. A cancellation fee of €20 applies.

GCC subscription plans: To create an equal monthly payment, subscription plans are calculated by taking the cost of the total number of weeks in a class and dividing by the number of months in the term. The payment does not reflect the number of classes in any given month.

**9. Cancellation of standard payment classes once they have started:**

No refunds for courses shorter than 6 weeks once the course has started. For courses longer than 6 weeks a refund can be given for the outstanding balance of the term, minus a €20 cancellation fee. You must notify us of the intention to cancel by email at [info@galwaycircus.com](mailto:info@galwaycircus.com).

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

**Circus Classes:**

Full refund if you cancel 2 weeks prior to start of classes.  
10% fee if you cancel one week prior to start of classes.

**Camps, Individual workshops, specialised workshops, and masterclasses:**

50% refund if one weeks' notice is given before start date.  
No refund if less than one weeks' notice is given before start date even in the case of illness or injury.

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