

FREQUENTLY ASKED QUESTIONS & DIRECT DEBIT GUIDANCE NOTES



What are the benefits of being an MV Gymnast membership?

- It is a continuous programme with progressive development;
- A Direct Debit monthly payment is available from as little as £20.00 per month;
- A range of awards recognise achievements and progress.

What does the package include?

The complete package includes:

- One lesson per week, 60, 90 or 120 minute lessons delivered by competent, qualified and DBS checked Coaches;
- A minimum of 46 lessons per year, bank holidays may be subject to time changes;
- A welcome pack that includes a new starter form, I'd like to know form and price lists.

What are the advantages of paying by Direct Debit?

- Spreads the cost monthly;
- Removes the inconvenience of regularly queuing at Reception when payments are due;
- Takes away the hassle of remembering the programme payment dates;
- No contract is required. You will not be signed into a minimum term agreement or contract.

I want to sign up to pay by Direct Debit - What do I need to do?

Please visit Meridian Leisure Centre to complete a Direct Debit form and pay your pro-rata* (see below) fee. You will need to bring with you some ID showing proof of your address and your bank account card (preferably a debit card) plus a payment method for your pro-rata payment.

After we have received your form we will send you a letter in the post confirming your payment plan details.

What is a pro-rata fee?

A pro-rata fee is a one-off payment which must be paid after completing your Direct Debit form. This payment covers the cost of gymnastics until the date of your first Direct Debit payment. This amount will vary depending on what date of the month you join the programme.

Please be aware that if you complete a Direct Debit form on or soon after our monthly Direct Debit cut-off date then a full month will need to be paid for in advance. You can pay your pro-rata fee by cash, card or cheque (made payable to Magna Vitae).

So am I not tied into a contract?

No, the Direct Debit forms are set up as a simple payment plan. Terms and conditions are attached. You do not have to pay for a minimum term, however, we do ask for a months notice if you wish to cancel your lesson membership.

What about bank holiday refunds?

The gymnastics programme is continuous and your child's lessons may on occasion be due to take place on bank holidays. On bank holidays, lessons may be subject to time changes, information will be available should this happen. The programme breaks

between Christmas and New Year for two weeks, these weeks have also been removed from the price in advance.

What if I experience personal financial difficulties?

If you experience any personal financial difficulties please don't hesitate to contact us early to see how we can help. Don't forget, the Direct Debit option does not tie you into any contract, so you are able to terminate your Direct Debit providing you give us one month's notice.

What if a payment is not processed?

You will need to contact us to book your place. We cannot reserve spaces on our programme until you are able to pay. You can book over the phone if this is easier as well as pay a pro-rata payment if necessary. Please note that if a payment is reversed or cancelled without appropriate notice being given this will be classed as non-payment and could result in you being removed from the programme.

All payments collected are non-refundable unless you are prevented from due to a medical condition or if you move out of the area 30+ miles from the centre. Refunds will be only be given at the discretion of the centre's Operations Manager.

What happens if I don't pay the monthly fee on time or my Direct Debit payment defaults?

Unfortunately, if a payment is not made on time or a Direct Debit payment fails and the account is not brought back up to date within seven days, then unfortunately we will class this as non payment. This could result in you being removed from the lesson programme and de-registered. To avoid confusion and disappointment, please make sure payment is made as soon as possible, as we will not be able to teach anyone that is no longer registered.

Are there any additional fees?

All gymnasts, will need a GB membership each year running from 1st October to 30th September. Current cost for this is £17.00. New gymnasts can join at any time during the year provided they have been offered a place in a British Gymnastics registered club. From 1st October 2017, gymnasts must join or renew their membership directly with British Gymnastics via an online process. Previously, clubs processed the membership on behalf of the gymnast but due to changes in data protection regulation, this is no longer possible. If you have already paid your membership, don't worry this will be transferred over.