

# JONES BADMINTON ACADEMY LTD

## MEMBERSHIP, PAYMENTS AND REFUND POLICY

**VERSION: 1.0**

**EFFECTIVE FROM: 5<sup>TH</sup> JUNE 2026**

**REVIEW DUE: JAN 2027**

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Any questions relating to the contents of this document should be directed to Samuel Jones (Director and Head Coach) via the email address above.

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### 1. Purpose

This policy outlines the terms governing membership subscriptions, payment arrangements, cancellations, refunds, event bookings and outstanding balances at Jones Badminton Academy ("JBA", "We", "Us", "The Academy").

By registering for any JBA programme, session, camp, festival or event, participants and/or their parent or guardian agree to comply with this policy.

### 2. Regular Academy Membership

JBA operates regular coaching sessions through a rolling monthly membership model.

By enrolling in regular academy sessions, participants agree to join JBA's monthly subscription payment scheme and maintain a valid Direct Debit mandate for the duration of their attendance.

Membership fees are charged monthly in advance and are calculated based on the number of scheduled sessions taking place during the relevant calendar month.

Payments are typically collected at the beginning of each month for sessions taking place during that month.

JBA reserves the right to amend membership fees from time to time. Reasonable notice will be provided before any fee changes take effect.



### 3. Direct Debit Requirements

JBA uses Coacha and GoCardless to administer recurring membership payments.

All participants attending regular academy sessions must maintain an active Direct Debit mandate unless otherwise agreed in writing by JBA.

The parent, guardian or participant is responsible for:

- Maintaining accurate bank account details;
- Ensuring sufficient funds are available when payments become due;
- Promptly notifying JBA of any changes to banking information.

Cancellation of a Direct Debit mandate does not constitute cancellation of academy membership.

Membership remains active, and fees remain payable until the cancellation procedure outlined in Clause 6 has been completed.

### 4. Failed Payments

Where a Direct Debit payment fails, JBA's payment system will automatically attempt collection again.

Failed payments create additional administration and may result in transaction charges being incurred by JBA.

JBA reserves the right to recover any reasonable transaction fees, administrative costs and charges incurred as a result of failed payments, up to a maximum of 2% plus £0.24 per failed transaction.

JBA may suspend participation in sessions where accounts remain unpaid until outstanding balances have been settled.

Repeated failed payments may result in membership being withdrawn at JBA's discretion.

### 5. Cancellation of Direct Debit Mandates

Participants must notify JBA before cancelling a Direct Debit mandate.

Where a Direct Debit mandate is cancelled without prior notification while fees remain payable, JBA reserves the right to recover any reasonable administrative costs incurred in resolving the matter, up to a maximum of £10.

Participants remain liable for all outstanding fees and notice period payments regardless of the status of the Direct Debit mandate.

### 6. Membership Cancellation and Notice Period

Regular academy memberships operate on a rolling monthly basis.

Should a participant wish to leave JBA, a minimum of 30 days' written notice must be provided.

Notice must be submitted by email to JBA.

Membership fees remain payable throughout the notice period regardless of attendance.

Attendance during the notice period is optional; however, fees remain due.

The notice period enables JBA to effectively manage coaching provision, venue capacity and waiting lists.

JBA reserves the right to waive all or part of the notice period at its sole discretion in exceptional circumstances.

## 7. Missed Sessions

Membership fees secure a participant's place within a coaching programme rather than payment for individual session attendance.

No refunds, credits, discounts or replacement sessions will normally be provided for sessions missed due to:

- Illness or injury;
- Family holidays;
- School activities;
- Other sporting commitments;
- Personal commitments;
- Any other absence outside JBA's control.

## 8. Sessions Cancelled by JBA

From time to time, JBA may need to cancel sessions due to circumstances including:

- Venue closures;
- Severe weather;
- Coach illness;
- Health and safety concerns;
- Circumstances beyond JBA's reasonable control.

Where practical, advance notice will be provided.

JBA may, at its discretion, offer:

- A replacement session;

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- A session credit;
- An alternative coaching opportunity.

Refunds will not normally be provided where reasonable alternative arrangements have been offered.

### 9. Camps, Festivals and One-Off Events

This section applies to holiday camps, festivals, tournaments, workshops and other one-off activities organised by JBA.

Bookings are typically managed through Coacha.

Payment is required at the point of booking.

Places are not confirmed until payment has been successfully received.

Any booking remaining unpaid may be cancelled automatically after 48 hours without further notice.

JBA reserves the right to refuse participation where payment has not been received in full.

### 10. Refund Policy for Camps, Festivals and One-Off Events

Refund requests must be submitted in writing.

Refunds will be processed as follows:

#### *More Than 14 Days Before the Event*

- Participants may cancel and receive a full refund of fees paid.

#### *Within 14 Days of the Event*

- No refunds will normally be issued.

This includes circumstances such as:

- Illness;
- Injury;
- Family commitments;
- Travel issues;
- Change of plans;
- Non-attendance on the day.

JBA may consider exceptional circumstances at its sole discretion.

Where a refund is approved outside of these terms, JBA reserves the right to deduct any non-recoverable payment processing or administrative costs.

## 11. Outstanding Balances and Debt Recovery

All fees must be paid by the stated payment deadline.

JBA reserves the right to:

- Suspend participation until accounts are brought up to date;
- Restrict future bookings;
- Withdraw academy membership;
- Recover unpaid fees through appropriate debt recovery procedures where necessary.

Any costs reasonably incurred by JBA in recovering outstanding balances may be added to the amount owed where permitted by law.

## 12. Third-Party Payment Providers

JBA utilises third-party providers, including Coacha and GoCardless, to administer payments and bookings.

Participants agree to comply with any applicable payment procedures required by these providers.

JBA is not responsible for outages, technical failures or processing delays caused by third-party payment providers.

## 13. Alternative Payment Arrangements

From time to time, JBA may utilise alternative payment methods or providers outside of Coacha and GoCardless.

Where alternative payment arrangements are used, the relevant payment terms and conditions will be communicated to participants and shall apply alongside this policy.

## 14. Policy Updates

JBA reserves the right to amend this policy from time to time.

The most recent version will be made available through JBA's website, Coacha system and/or official communication channels.

Continued participation in JBA activities constitutes acceptance of the latest version of this policy.

## 15. Contact Information

For any questions relating to payments, cancellations, refunds or outstanding balances, please contact:

Jones Badminton Academy Ltd

Email: [contact@jonesbadmintonacademy.co.uk](mailto:contact@jonesbadmintonacademy.co.uk)

Website: [www.jonesbadmintonacademy.co.uk](http://www.jonesbadmintonacademy.co.uk)

