

Terms & Conditions of Bookings Policy

Out East Fencing Club Ltd

Effective from: 18/08/2026

1. About these terms

These Terms & Conditions explain the arrangements that apply when you book or purchase services from Out East Fencing Club Ltd ("Out East", "the Club", "we", "us").

They cover beginner courses, private lessons and other bookable services provided by the Club. Different arrangements may apply to Club membership, which are set out separately in our Membership Terms & Conditions.

This policy should be read alongside our **Membership Terms & Conditions, Code of Conduct** and other applicable Club policies.

2. Beginner courses

If you have booked a place on a beginner course and subsequently need to cancel, please contact us as soon as possible.

More than 14 days before the course starts

Cancellations made more than 14 days before the course start date will receive a **full refund**.

Within 14 days of the course starting

Cancellations made within 14 days of the course start date are not ordinarily eligible for a refund. However, we may consider requests for a refund on a case-by-case basis, taking into account the circumstances and whether we are able to fill the place.

If you are unable to attend a course you have booked, please contact us rather than simply failing to attend.

3. Club membership and regular sessions

Membership fees cover access to the Club and its regular sessions rather than individual attendances.

We are therefore **generally unable to provide refunds or reductions in membership fees when a member is unable to attend an individual session**. This is necessary to keep membership affordable and to avoid the additional administrative burden that would otherwise be placed on the Club.

If you expect to be unable to attend for several months, you may request to **pause your membership**. We ask that you give us approximately one month's notice wherever possible. If insufficient notice is given, your next membership payment may be taken before the pause can be processed.

Pausing is generally preferable to repeatedly cancelling and rejoining membership.

4. Private lessons

Private lessons have separate cancellation and rescheduling arrangements.

Cancelling a private lesson

A private lesson may be cancelled **without charge up to 72 hours before the scheduled start time**. A full refund will be issued to the original payment method.

If a lesson is cancelled **less than 72 hours before its scheduled start time**, the full cost of the lesson will be charged and no refund will normally be available.

Rescheduling a private lesson

A private lesson may be **rescheduled without charge up to 48 hours before the scheduled start time**, subject to an alternative suitable slot being available.

If a lesson is rescheduled **less than 48 hours before its scheduled start time**, the full cost of the original lesson will be charged.

For example, cancelling 60 hours before a lesson will not qualify for a refund, but requesting to reschedule 60 hours before the lesson will not incur a rescheduling charge.

To cancel or reschedule a private lesson, please contact us at info@outeastfencing.co.uk.

5. Sessions cancelled by the Club

Occasionally, the Club may need to cancel or alter a session because of circumstances beyond our control, such as venue availability, safety concerns or other unforeseen circumstances.

Where this happens, we will do our best to provide an alternative arrangement, such as an alternative session or rescheduled lesson where appropriate.

We cannot guarantee that an alternative arrangement will always be possible.

Where an alternative arrangement cannot reasonably be provided, we will consider whether a refund or other appropriate remedy is available based on the circumstances.

6. How to request a refund

Where a refund is available under this policy, please contact us at:

info@outeastfencing.co.uk

Please include your name, the relevant booking or membership details, and the reason for your request where relevant.

Approved refunds will normally be made using the original payment method.

7. Changes to this policy

We may update this policy from time to time to reflect changes to the Club's activities or arrangements. The version published on our website will be the current version.

Any changes will not normally affect bookings or payments that have already been made unless required by law.

8. Contact

If you have any questions about cancellations, refunds or membership payments, please contact:

Email: info@outeastfencing.co.uk

