

SAINTS SOUTHWEST

DIRECT DEBIT TERMS & CONDITIONS



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About

1.1 www.saintssouthwest.co.uk ("Site") is a website operated by Coaching & Education Services CIC Ltd and Coaching & Education Services (SW) Ltd, the agent ("We", "Our", "Us"). We are registered in England and Wales under company number 9752708 and with our registered office at Coaching & Education Services, Newton Abbot Gymnastics Club, TQ12 3SB. The Coaching and Educational Services CIC Ltd will be solely responsible for the supply of the Class, Camp or additional service.

When are payments collected?

Recurring payments are collected usually on the 1st of every month. However, this will be detailed at the point of payment or subscribing to payments.

How are one-off payments cancelled?

One-off payments can and are also collected using stripe (e.g. signing on fee). One-off payments may also be administered to be collected by Saints Southwest staff of which you will receive an email notification.

How do I cancel my Direct Debits?

If you wish to cancel your Direct Debit due to leaving the programme or other, please fill out the cancellation form via our website. Please note you have to give one months notice.

How do I pause my Direct Debits?

It is possible for Saints Southwest to authorise a 'pause' of your Direct Debit subscription. This may be due to unforeseen circumstances of which you are currently unable to attend the provision of services that you are paying for. Any request to 'pause' membership should be made via our cancellation & payments form via our website stating your reason for wishing to pause payments.

Price and Payment

The price of the payment or subscription is as detailed at the point of payment. Saints Southwest are subject to transaction fees on all payments, deducted by Stripe at 2.4% plus associated fees.

Direct Debit Refunds

No refunds are offered through Stripe, as such, you will not be refunded for any payments made (e.g. if you request to cancel or pause your Direct Debit on the 5th of the month, a refund will not be issued for any payment made in that month).