

THE REFORMERY WARLEY

MEMBERSHIP, WAITLIST & CONSUMER RIGHTS POLICY

Effective Date: 1 June 2026

Last Updated: 1 June 2026

1. Introduction

This Membership, Waitlist & Consumer Rights Policy outlines the terms governing memberships, class packages, bookings, cancellations, waitlists, refunds and consumer rights at The Reformery Warley.

By purchasing a membership, class package, private session or attending classes at The Reformery Warley, you agree to comply with the terms set out in this policy.

This policy should be read alongside our Terms & Conditions, Privacy Policy and Studio Conduct Policy.

2. Memberships

The Reformery Warley offers a variety of memberships, class packages and promotional offers designed to suit different client needs.

Membership details, pricing, inclusions and restrictions are outlined at the time of purchase and may vary between products.

Memberships are provided solely for the personal use of the registered client.

3. Membership Renewals

Certain memberships may renew automatically at the end of each billing period.

Where automatic renewal applies:

- The renewal schedule will be disclosed at the time of purchase.
- Payment will be collected using the payment method provided.
- Clients are responsible for ensuring payment details remain current and valid.
- Clients may manage or cancel future renewals in accordance with the membership terms.

The Reformery Warley reserves the right to amend membership pricing upon reasonable notice.

4. Membership Cancellations

Clients may cancel memberships in accordance with the specific terms associated with their membership plan.

Where minimum commitment periods apply, cancellation requests submitted before the end of the commitment period may not take effect until the minimum term has expired.

Cancellation requests must be submitted in writing via email to:

info@thereformerywarley.co.uk

Membership cancellation requests are not considered valid until confirmation has been provided by The Reformery Warley.

5. Membership Freezes

We understand that circumstances may occasionally prevent attendance.

Membership freezes may be granted at management discretion for reasons including:

- Injury
- Pregnancy
- Medical treatment or recovery
- Extended travel
- Exceptional personal circumstances

Requests should be submitted in writing and may require supporting documentation.

The Reformery Warley reserves the right to:

- Approve or decline freeze requests
- Limit the duration of freezes
- Restrict the number of freezes permitted within a membership period

Memberships remain subject to the terms in effect at the time of reactivation.

6. Class Packages & Credits

Class packages consist of a specified number of credits valid for use within a stated period.

Package details, validity periods and expiry dates will be displayed at the time of purchase.

Credits:

- Must be used before their expiry date.

- Cannot be exchanged for cash.
- Cannot normally be extended beyond the expiry date.
- Are non-refundable unless required by law.

Unused credits will expire automatically once the validity period has ended.

7. Non-Transferability

Memberships, class packages, private session credits and promotional offers are strictly personal.

Clients may not:

- Transfer memberships to another individual
- Share credits with other clients
- Resell memberships or class packages
- Use another client's account or booking profile

The Reformatory Warley reserves the right to suspend or terminate accounts where misuse is identified.

8. Booking Policy

All classes, workshops and appointments must be booked through the approved booking system.

Bookings are subject to:

- Availability
- Instructor schedules
- Studio capacity limits

The Reformatory Warley reserves the right to modify schedules, instructors or class formats where necessary.

9. Cancellation Policy

To ensure fairness and maximise availability for all clients, cancellations must be made within the timeframe specified at the time of booking.

Unless otherwise stated:

- Cancellations made before the cancellation window will not incur a charge.

- Late cancellations may result in the loss of the class credit.
- No-shows may be charged in full.

Specific membership plans may operate under different cancellation rules.

Clients are responsible for reviewing cancellation terms before booking.

10. Waitlist Policy

When a class reaches capacity, clients may join a waitlist.

The waitlist operates automatically through our booking platform.

When a place becomes available:

- Clients may be automatically added to the class.
- Notification may be sent via email, SMS or app notification.
- Standard cancellation policies apply once the booking is confirmed.

Joining a waitlist does not guarantee a place.

Clients are responsible for monitoring notifications and managing their bookings.

11. Waitlist Cut-Off Period

Clients may be moved from the waitlist into a class up until the cut-off period determined by The Reformery Warley.

Where a client is automatically added to a class, the booking becomes subject to the standard cancellation and attendance policies.

The Reformery Warley accepts no responsibility for missed notifications.

12. Promotional Offers

From time to time, promotional memberships, introductory offers and discounts may be available.

Promotional offers:

- Cannot be combined unless expressly stated.
- Have no cash value.
- May be withdrawn at any time.
- May be subject to additional eligibility criteria.

13. Consumer Rights

Nothing within this policy affects your statutory rights under UK consumer protection legislation.

This includes rights provided under:

- Consumer Rights Act 2015
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

Clients retain all rights afforded by applicable consumer law.

14. Service Standards

The Reformatory Warley is committed to providing services:

- With reasonable care and skill
- In accordance with applicable laws and regulations
- By appropriately qualified instructors
- Within a safe and professional environment

We continuously review and improve our services to maintain high standards of client care and instruction.

15. Refund Policy

Memberships, class packages and services are generally non-refundable unless:

- Required by law
- A service cannot reasonably be provided
- Exceptional circumstances apply at management discretion

Refund requests should be submitted in writing to:

info@thereformatorywarley.co.uk

Each request will be assessed individually.

Any approved refunds may be subject to deductions for services already used.

16. Consumer Contracts Regulations

Where applicable, online purchases may be subject to the Consumer Contracts Regulations 2013.

Clients should be aware that the right to cancel may be affected where:

- Services have already commenced;
- Classes have already been attended; or
- The client has expressly requested immediate access to services.

Further information can be obtained by contacting the studio.

17. Force Majeure

The Reformatory Warley shall not be liable for failure to provide services where circumstances arise beyond our reasonable control.

Examples include:

- Extreme weather events
- Flooding
- Fire
- Utility failures
- Public health emergencies
- Government restrictions
- Industrial action
- Equipment failure

Where possible, we will endeavour to provide:

- Alternative class times
- Substitute instructors
- Account credits
- Replacement services

No compensation shall be payable where cancellation results from a force majeure event.

18. Amendments to This Policy

The Reformatory Warley reserves the right to amend this policy at any time.

Updated versions will be published through our website, booking platform or other communication channels.

Continued use of our services constitutes acceptance of any updated terms.

19. Contact Us

For membership, booking or refund enquiries, please contact:

The Reformatory Warley

Brentwood Hard Court Tennis
Childerditch Lane
Little Warley, Warley
Brentwood, Essex CM13 3FD

Telephone: 07500 276 079

Email: info@thereformatorywarley.co.uk