CIRCUS FACTORY
CENTRE PARK ROAD
CORK CITY

Attending a Class / Workshop

Circus Factory Cancellation Policy for Courses & Classes

- All courses and classes carry a cancellation policy of 7 days prior to the start date of the course or class.
- Cancellations prior to 7 days of the course / class start date can be reimbursed back to your payment source.
- Cancellations after 7 days course / class start date may be refunded as Go Team Up credit, at Circus Factory's discretion
- Cancellations after 7 days with a request to reimburse back to your payment source are at Circus Factory's discretion and will incur a €40 admin fee
- Should you need to unregister from your entire course less than 7 days before the course starts or individual sessions booked in the course, unfortunately we cannot guarantee an account credit for your place. However, should there be a waiting list and we are able to fill the place then we may reimburse as GoTeamUp account credit only.
- All classes cancelled by Circus Factory for any reason will be refunded or credited.
- You cannot cancel your course once it starts unless it is within the cooling-off period*
- All term courses carry a one-week cooling off period*

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Class Passes

- The class pass bills every month. The first payment is due on the date of purchase
- This class pass entitles the purchaser to a full course offered by the company
- Some classes/events may be excluded from this training pass
- **The training pass must be applied to class for your space to be confirmed.**
- Unless otherwise noted, this training pass is non-transferable
- Your payment details will be securely stored in our system for the duration of the training pass.
- This training pass cannot be cancelled early unless within the cooling-off period*
- The full course must be purchased to receive the rate listed
- Cash refunds, or debit / credit card refunds will not be offered where the company is not at fault.
- Go Team Up Credit may be offered at the discretion of the company in the case of pass cancellation.
- In the case of a class pass purchase and the course is full, a refund may be offered and your training pass cancelled.
- In the case of a class pass purchase and the course is full, and you attend a class, the drop in price of the course will be taken, a partial refund may be offered and your training pass cancelled.
- Cancellation requests to reimburse back to your payment source are at Circus Factory's discretion and will incur a €40 admin fee

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*Cooling Off Period

- All term courses include a one-week cooling-off period when you pay in full or purchase a class pass. You may attend the first class of this term.
- If you decide not to continue the course after attending the first class, the following applies:
    - If you cancel after the first class and **pay in one payment for the course**. You may request a refund to your original payment method minus the drop-in cost of the class you attended. You will be removed from the course upon cancellation and cannot attend further classes.
    - If you cancel after the first class and **purchased a class pass**, the first month's (initial payment) is non-refundable. The remainder billing will be cancelled, and the pass will be cancelled. You will be removed from the course upon cancellation and cannot attend further classes.
- All cancellation requests need to be within 2 days of attending the class so we may fill your spot. If you do not request this within 2 days of attending the class:
    - For **full payments,** you will not receive a refund to your original payment method but instead will be offered Go Team Up Credit.
    - For class passes, a second installment may be deducted
- This only applies to the first class of each term in week one
- This does not apply to drop-ins.

Email contact@circusfactorycork.com to cancel

Attendance

- Please arrive no more than 10 minutes before class starts.

What to bring and wear

- Your own water bottle / hydration

- Close fitting comfortable layers that do not flop over the head when upside down!
- Clean socks - no outdoor shoes allowed on the training mats.

Please leave all valuables and jewellery at home. Circus Factory cannot be responsible for, or hold onto lost property for any duration of time.

Paperwork

- All first time user forms (Circus Factory Waiver, Medical History, Emergency Contacts) are required to be filled out prior to participating in the class.

Training at Height

- Training aerial over 1.5m is not permitted during class time.
- For those with insurance, please contact a member of staff before training at height

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Gift Vouchers

- Gift vouchers can be exchanged for all goods and services provided by Circus Factory, Cork.
- It is your responsibility to contact Circus Factory at contact@circusfactorycork.com to use your gift voucher.
- The voucher will be applied as account credit to the desired email.
- A Go Team up account must be created and active in order to receive the voucher as credit
- Gift vouchers are non-transferable and can be used as part or full payment. No change will be given.
- Any remaining balance can be left on your Go Team Up Account and spent on future purchases.
- Gift vouchers cannot be exchanged for cash.
- Gift vouchers are valid for 5 years from date of purchase.
- All bookings and use of Gift vouchers are subject to availability at Circus Factory.