

Cancellation and Refund Policy

This policy explains what happens when a paid cycling session is cancelled by the person who booked it, by a group or organisation, or by Wheels for Wellbeing (WfW).

Please cancel as early as possible. This gives another rider the opportunity to use the session.

1. Cancellation deadlines

Booking type	Cancellation deadline	What we will offer
Individual booking	At least 24 hours before the session starts	A full refund or transfer to another available session.
Group or organisation booking	At least 72 hours before the session starts	A full refund, account credit or transfer to another available session.
Late cancellation, non-attendance or attending outside the booked time	Less than the required notice, failure to attend the booked session, or choosing not to attend because another session time is unavailable	No automatic refund or last-minute transfer. See sections 3 and 4.

The deadline is calculated from the advertised session start time. A cancellation is effective when WfW receives it through the booking system, by email or by telephone.

2. How to cancel

Cancel through the booking system where this option is available, or contact us at info@wheelsforwellbeing.org.uk or 020 7346 8482. Please provide the booking name, session date and time.

The registered account holder, or a person authorised to act for a group or organisation, may cancel the booking.

3. Late cancellations and exceptional circumstances

Late cancellations and non-attendance prevent us from offering the place to another rider and may still create staffing, venue and administration costs. For that reason, they are not normally refundable.

We may consider a refund, credit or transfer in exceptional circumstances, such as a medical emergency, bereavement, serious transport disruption, or another event outside the account holder's reasonable control. When deciding, WfW may take into account whether the place was subsequently filled and whether WfW incurred costs or other losses. We may ask for enough information to consider the request, but will not ask for more personal information than necessary.

Any exception is at WfW's reasonable discretion and does not affect statutory rights.

4. Attendance outside the booked time, late arrival and safety-related removal

Bookings are valid only for the session date and time confirmed. Arriving for a different session or time slot does not give a right to participate in that session, including where an earlier or preferred session was fully booked. Entry to another session is subject to availability and staff approval.

If a participant chooses not to attend the session for the time they have booked, this will be treated as a late cancellation or non-attendance. No refund or last-minute transfer will be due.

If a participant arrives too late to join safely, for example after a safety briefing or once the session is well underway, WfW may refuse entry to that session. No automatic refund or transfer will be due.

If a participant is asked to leave a session because their behaviour, actions or support arrangements create a significant safety concern, no automatic refund will be due for the session already underway. This does not affect statutory rights.

If WfW temporarily pauses future attendance while reviewing a safety concern, individual risk assessment or support plan, we will review any affected future paid bookings and may offer a transfer, account credit or refund as appropriate.

A request to move a booking to another date or time is treated in the same way as cancelling the original booking unless WfW agrees to the change.

5. Cancellations or significant changes by WfW

We may need to cancel or significantly change a session because of unsafe weather, staff illness, venue closure, equipment or safety concerns, or another circumstance outside our reasonable control. We will contact affected account holders as soon as reasonably possible.

Where WfW cancels a paid session, you may choose:

- a full refund;
- a transfer to another available session.

If a session can continue with a minor change, such as a different cycle, instructor or part of the venue, we will explain the change. Where the change materially affects the booked service, we will offer the choices above. If WfW has to end a session after it has started because of an emergency, unsafe weather, venue issue or another safety concern, we may offer a full or partial refund, credit or transfer depending on the circumstances and how much of the session was delivered.

6. Refunds and account credits

- Card payments will normally be refunded to the original payment method.
- We will initiate an approved refund promptly. Banks and payment providers may take additional time to show it in the account, usually up to 5 to 10 working days.
- For quarterly invoicing, an eligible cancellation will be removed from the next invoice or credited if the invoice has already been issued.

- Where the original payment method is unavailable, we may need to verify alternative payment details before issuing the refund.

We will not charge an administration fee for a refund that is due under this policy.

If you make an obvious duplicate booking or booking error and contact us promptly, we may correct or refund it at our reasonable discretion.

7. Online bookings and statutory rights

Cycling sessions are leisure activities booked for a specific date or period. The usual 14-day cancellation right for some online purchases may therefore **not** apply. The cancellation rights in this policy still apply, and nothing in it limits rights that cannot lawfully be excluded.

8. Questions or complaints

For booking changes, cancellations or refund enquiries, contact:

Email: info@wheelsforwellbeing.org.uk

Telephone: 020 7346 8482

If you believe a decision has not followed this policy, please ask us to review it and explain the relevant booking and circumstances by contacting the email address or phone number above. We will respond through our complaints process.

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