



Trinity Sport Cancellation and Refund Policy

Trinity Sport may facilitate cancellations and refunds subject to the following conditions:

Fitness Class

Minimum 3 hours' notice required for cancellation.

Course / Activity Camp

Minimum 7 days' notice required for cancellation.

Private Lesson / Personal Training / Fitness Appointment

Minimum 24 hours' notice required for cancellation.

Facility / Event Hire

Minimum 10 days' notice required for cancellation.

All Other Activities

Minimum 24 hours' notice required for cancellation.

Locker Hire

Prepaid locker hire cannot be terminated prior to the agreed end date upon joining. No refunds for locker hire are available.

Membership

- For a prepaid membership – this cannot be terminated prior to the agreed end date upon joining. No refunds for membership are available.
- Should you unfortunately become unable to partake in exercise due to illness or injury, you may apply to 'freeze' your membership via email to sport@tcd.ie. To progress this request, evidence from your medical professional will be required. This option will require a one week notice period for administration and a membership freeze cannot be arranged retrospectively.
- Memberships with a monthly payment operate on a rolling contract with a minimum initial term of 12 months. After this minimum term, cancellation can be arranged in writing or via email (sport@tcd.ie) and with a (minimum) 30 – 45 (maximum) notice required.



Merchandise

- For merchandise items purchased from Trinity Sport, a refund, exchange or gift receipt is available for full price items returned within 14 days of purchase, providing goods are in their original condition including packaging and labelling and accompanied by proof of purchase.
- Sale items are eligible for an exchange or gift card only once returned within 14 days of purchase, providing goods are in their original condition including packaging and labelling and accompanied by proof of purchase.
- For hygiene reasons, refunds or exchanges are not offered on swim hats, water bottles, goggles and towels. This list is not exhaustive and does not affect your statutory rights.
- In the event that you have purchased a faulty item, a refund or exchange may be processed following review, once accompanied by proof of purchase.
- Postal exchanges or refunds are not offered.

General Terms

- Depending on the circumstances, an administration fee may be charged for processing a refund.
- Transfers to alternative dates or account credit may be offered as an alternative to a refund.
- If it is determined that there are insufficient numbers for a class/course, Trinity Sport reserves the right to cancel or postpone before its original start date. As much notice as possible will be provided and a full refund will be offered if no suitable alternative arrangement is found.
- Refunds may be facilitated outside of these terms on medical grounds – a valid medical certificate is required. Please speak to a duty manager or relevant manager if such circumstances arise.
- A valid proof of purchase is required for all refunds.
- Refunds will be made through debit / credit card only.
- For further terms and conditions, refer to the Trinity Sport Terms and Conditions document available on the website <https://www.tcd.ie/Sport/about/terms-conditions/>.

