

How Payment Works at Benchmark Gymnastics 2023/2024

Making payment easy

We know life can be a little busy even at the best of times, so we've tried to make paying as simple as possible. At Benchmark Gymnastics we collect all payments using our payment provider GoCardless.

So how does it work?

Once we offer you a place in one of our classes we will ask you to authorise GoCardless to collect future payments. We will then automatically collect any class fees and payments as they become due without the need for you to do anything else.

For one-off payments like taster session fees we will send you an Instant Pay link to make a one-off payment.

How's that for easy and hassle free!

Have a question?

No problem! We've put together some answers to the most commonly asked questions regarding payment below.

So feel free to have a look and if you can't find what you are looking for you can always drop us an email: admin@benchmarkgym.com. We are here to help!

Payment FAQs

Do you accept payment by cash, cheque or credit card for fees or merchandise?

Unfortunately, we do not. All payments are processed using either the pre approved future payments option we ask you to select when setting up your GoCardless authorization or using the Instant Pay option when paying for things such as taster sessions.

What is British Gymnastics Membership and how is it paid?*

To take General Gymnastics classes at Benchmark Gymnastics every child is required to have an active Annual British Gymnastics Membership for insurance purposes.

British Gymnastics is the national governing body for gymnastics and the Annual British Gymnastics Membership fee is currently £22.

This fee is due on joining and then again in the October of every academic year, for as long as you remain enrolled at Benchmark Gymnastics.

If you are offered a place at Benchmark in July or August, but are not due to start classes until September, your British Gymnastics membership fee does not need to be paid at the time of offer. Instead, payment should be made between the 5th September to 10th September, but no earlier, in order to avoid paying for the wrong membership period.

British Gymnastics membership must be purchased directly from the British Gymnastics website. For information on how to pay the Annual British Gymnastics fee please see [here](#).

For any queries regarding British Gymnastics Membership please contact them directly on 03451 297 129.

Please note Annual British Gymnastics Membership is not the same as Annual Benchmark Membership.

* Parent & Toddler and Benchmark Babies participants do not need an Annual British Gymnastics Membership to take classes at Benchmark.

Do you offer discounts?

Yes. We offer discounts based on the number of hours a gymnast trains with us per week. Please see the table below for more information.

Number of class hours per week	Monthly class fee (PCM)	Available discount	Discounted monthly class fee (PCM)
1 hour	£40	0%	£40
2 hours	£80	10%	£72
3 hours	£120	10%	£108
4 hours	£160	15%	£136

Do we offer a sibling discount?

Yes. A sibling discount of 10% for each sibling is only available for the monthly course fee when a gymnast trains with us for 1-hour classes. This discount cannot be used in conjunction with any other discounts. All other classes attract their own discounts. Please see the discount table above for more information.

Unfortunately, the sibling discount does not apply to one-off fees such as annual membership, events, competitions and the purchase of leotards, tracksuits, etc.

Please contact us if you believe you are eligible for a sibling discount but have not received one.

If I miss a class or a class is cancelled will I get a refund/credit?

In the event a class is cancelled we will arrange a make-up class. If we are unable to arrange a make-up class, students will be offered a refund for the cancelled class.

We are unable to offer refunds or credits for absence or classes gymnasts were not permitted to attend due to lateness.

A refund will not be offered if you are unable to make the catch up class.

Paying by Direct Debit

GoCardless Transaction fee

A transaction fee of 1% + 20p is added to all fees and payments by our payment provider GoCardless. Please note that this fee is in addition to all advertised prices.

Can you cancel your Direct Debt with us?

Yes. You can cancel your direct debit with us at any time by logging into your GoCardless account and cancelling your pre-approval. If this is done without you abiding by the Terms of Leaving (see here) you may be stopped from future participation in Benchmark Gymnastics classes, courses and activities. We may also seek any owed funds via the small claims court.

Will you take payments out of my account without my authorisation?

Absolutely not. The Direct Debit Guarantee protects customers against unauthorised payments. Customers can get a full and immediate refund from their bank for any payment they believe was taken in error on a 'no questions asked' basis.

What happens if I want to make a one-off payment for an item such as a leotard or competition fee?

After pre-approving the automatic collection of future payments in your online account, we can take payments from you for one-off payments without you having to do anything.

What happens when my child passes an achievement badge?

As part of our achievements program we aim to badge test participants in our General Gymnastics classes at least 3 times per academic year, once in each term—the Autumn Term, Spring Term, and Summer Term. The certificate fee is £5.50.

When joining you will be asked to let us know if you would like us to:

1. Charge you automatically for badges and certificates, or
2. Whether you would like to opt out of receiving badges/certificates.

If you ever change your mind you can always send us an email so we can update your preference.

Where can I find more information on the Direct Debit Guarantee?

Payments made by Direct Debit are also fully protected by the Direct Debit Guarantee, making it the UK's safest payment method.

I've never heard of GoCardless before. Is it secure and regulated?

Yes. More and more sport clubs and businesses are using GoCardless as their preferred payment provider.

GoCardless uses military grade encryption to protect your data and is an authorised payment institution regulated by the Financial Conduct Authority.