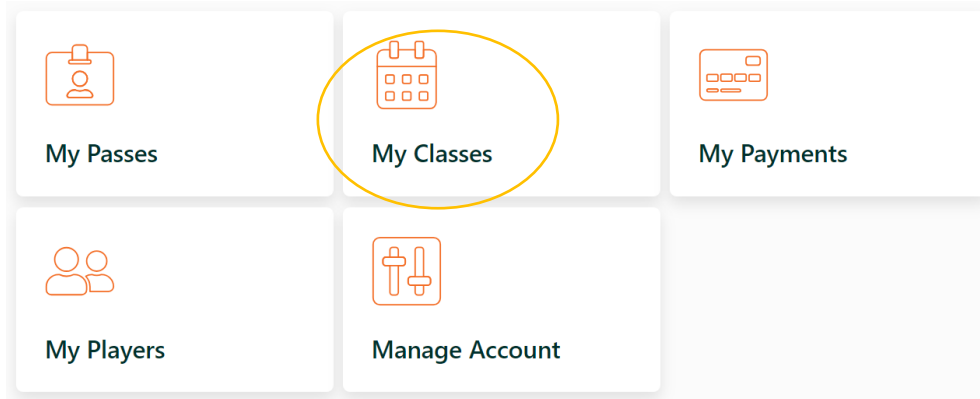


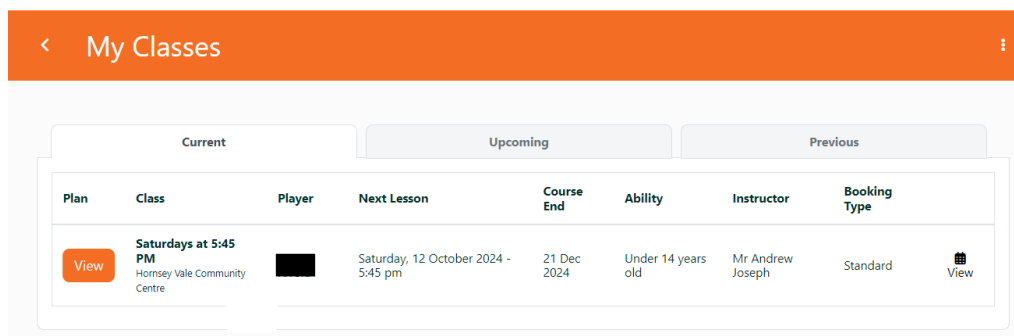
Monthly Plan - Leaving Hoop Haven

How do I cancel my monthly plan if I wish to leave Hoop Haven?

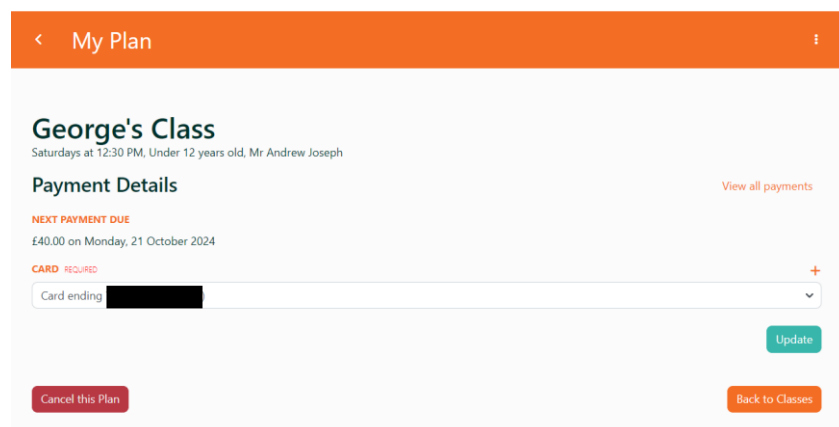
- Log in to your [Hoop Haven Account](#)



- Select **My Classes**



- On the Plan you wish to cancel, click **View (Left Hand Side)**



- Check the details and click **Cancel this Plan**

You're leaving? ×

T&C's

As per the [Terms & Conditions](#) agreed when signing up to Hoop Haven monthly, a minimum of 30 days notice is required to cancel classes with Hoop Haven.

WHEN ARE YOU LEAVING US?

Please select the **LAST** lesson you will attend*

Leave Immediately (Final Charge of £20.35) ▼

*The last lesson of **Child's** current course is **Saturday, 21 December 2024**

⚠ **PLEASE NOTE:** No matter which lesson you choose, charges totalling a full 30 days notice will be applied.

- From the drop-down list, select the last lesson you will be attending. The date you select adjusts the figures lower down the page.

Please Note: The charges next to the dates are what you would have to pay extra to make up 30 days' notice. For example:

- You give notice on 21st January
- You pay on the 1st of every month

This means you have already paid for 10 days of the notice period and therefore need to be charged for the remaining 20 days.

Final Charges

Based on your chosen end date, final charges of £20.35 will be added to your Hoop Haven account.

ⓘ The final charge is:
Total cost of lessons since the Plan started, minus the total paid into the plan.

Leaving Hoop Haven Summary

My Account Balance

After charges and credits have been applied, your final Hoop Haven account balance will be £17.59. Contact your local Hoop Haven office at info@hoophavenbasketballclub.com to request a refund.

Current Account Balance	£0.00
Deposit Credit	£37.94
Final Charge	£20.35
New Balance	£17.59

Please Note: Take care to read the information provided in the "Leaving Hoop Haven Summary" box

- If you are satisfied with the figures presented move down the page.

BEFORE YOU LEAVE: REQUIRED

I am leaving because... ▼

ANYTHING WE SHOULD KNOW? REQUIRED

If not, type 'No'

Cancel monthly plan

I want to stay

- Select the reason you are **leaving** from the "**Before You Leave**" list
- If you have a moment please leave us some feedback, good, bad or both, under "**Anything We Should Know?**"
- Click Cancel Monthly Plan** to complete the process

What Happens Now?

All of this happens immediately:

- Your original **deposit** will be credited to Your Hoop Haven account
- Charges making up the **30 days notice** will be added to your Hoop Haven account
- The Player will be removed from lessons after the "**Last Lesson Date**" you selected
- The Player's renewal into future classes will be cancelled
- You will be emailed a confirmation

What happens if I am left with a balance to pay?

If you are left with a balance to pay you can pay it via your [Hoop Haven account](#)

What happens if I am left with a balance in credit

If you are left with a balance in credit, [contact your local Hoop Haven office](#) to request a refund