Booking, Cancellation and Refund Terms

Version 2.0. Last updated 1st October 2026. Next review 31st October 2027.

About these terms

These terms apply to UK training sessions, Hub Days, coaching courses, coaching packages and events booked with ABC Sports Learning Ltd, trading as NextGen Cycling Academy. They also apply to overseas camps and tours, as set out in the section headed "Overseas camps and tours".

These terms do not apply to funded programmes such as the British Cycling DiSE programme, which are covered by the learner agreement for that programme.

Nothing in these terms affects your legal rights as a consumer. Where these terms give you more than the law requires, you are entitled to the more generous terms.

Where a booking is for a rider under 18, the parent or guardian who makes the booking is the customer under these terms and is the person entitled to cancel, transfer or receive a refund or credit.

Who we are

NextGen Cycling Academy is a trading name of ABC Sports Learning Ltd, a company registered in England and Wales (company number 12658496). Our registered office is Office 1, 95A Wood Lane, Timperley, Altrincham, Greater Manchester, WA15 7PG, and our office is at 86 Princess Street, Manchester, M1 6NG. In these terms, "we", "us" and "our" mean ABC Sports Learning Ltd, and "you" means the person who makes and pays for the booking.

Email: team@ridenextgen.bike Telephone: 0161 399 8732

How to cancel

To cancel, please email team@ridenextgen.bike with the rider's name and the booking you wish to cancel. We will confirm your cancellation in writing within seven working days.

Your cancellation date is the date we receive your email. All periods in these terms are counted in calendar days before the date of the session or event, or before the first day of a course.

Your 14-day right to cancel

If you book online or by phone a coaching course or coaching package that is not tied to a specific date, you can cancel within 14 days of booking for any reason and receive a full refund.

If you ask us to start the course or package within those 14 days and then cancel, we will refund what you have paid less a fair amount for the part of the service already provided.

This 14-day right does not apply to sessions, Hub Days, events or courses booked for a specific date. Those are covered by the cancellation charges below.

Cancellation charges for bookings on a specific date

If you cancel a booking made for a specific date, you can choose either a refund or a credit. The earlier you cancel, the more you receive.

When you cancel	Refund	Or credit
30 days or more before	80%	100%
15 to 29 days before	50%	75%
7 to 14 days before	No refund	50%
6 days or fewer before, or not attending	No refund	No credit

Percentages are of the total price paid for the booking.

Refunds and credit

- Refunds are paid to the original payment method within 14 days of your cancellation date.
- Credit is valid for 24 months from the date it is issued and can be used towards any NextGen Cycling Academy session, course, coaching package or event.
- Credit can be used in part, with any balance staying on your account until it expires, and can be passed to another rider on request.
- Credit cannot be exchanged for cash.

Transferring your place

You can transfer your place to another rider at any time before the start date, free of charge, as long as they meet any age, ability or kit requirements for the booking. Please email us with the new rider's details.

Injury or illness

If the rider cannot take part because of injury or illness and you tell us before the start date, we will give a credit for 100% of the price paid, whatever the date of cancellation. We will ask for a short note from a doctor, physiotherapist or other medical professional.

Monthly coaching packages

- You can cancel a monthly coaching package at any time by emailing us. You do not need to give a reason.
- Cancellation takes effect at the end of your current billing period and no further payments will be taken.
- We will tell you at least 30 days in advance of any change to the monthly price, and you can cancel before the new price applies.

If we cancel or change your booking

We may need to cancel or change a session, course or event because of weather, unsafe road or track conditions, venue closure, coach illness or other circumstances outside our control. We may also cancel if too few riders have booked, in which case we will tell you at least 7 days before the start date.
If we cancel, or make a significant change such as a new date or venue, you can choose:

- a full refund, paid within 14 days;
- a place on another date; or
- a credit for 100% of the price paid.

The choice is yours. We are not responsible for costs you have arranged separately, such as travel or accommodation, unless the law says otherwise.

Instalments

If you are paying in instalments and a payment is missed, we will contact you and give you 14 days to pay. If payment is not made within that time, we may treat the booking as cancelled on that date and the cancellation charges above will apply.

Insurance

We strongly recommend that riders have personal accident and cancellation insurance appropriate to the activity booked.

Overseas camps and tours

This section applies to overseas camps and tours. For those bookings, it replaces the sections above on how to cancel, cancellation charges, refunds and credit, transferring your place, injury or illness, cancellations or changes by us, instalments and insurance.

Your package holiday rights

Most of our camps and tours are package holidays under the Package Travel and Linked Travel Arrangements Regulations 2018. This means you have the full protection of those Regulations, including that:

- we are responsible for the proper performance of all the travel services included in your package;
- you can transfer your booking to another person (see below);
- you can cancel without paying a cancellation charge if unavoidable and extraordinary circumstances significantly affect the trip (see below); and
- the money you pay us is protected if we become insolvent.

Financial protection: [TO ADD: name of protection provider and arrangement, for example bond, trust account or ATOL number where flights are included].

Deposits and payments

A non-refundable deposit of 25% of the trip price is payable when you book. The balance must be paid in full no later than 70 days before departure, and any instalments must be completed by that date. If a payment is missed, we will contact you and give you 7 days to pay. If payment is not made within that time, we may treat the booking as cancelled on that date and the cancellation charges below will apply.
We will not increase the price of your trip after you have booked.

How to cancel an overseas booking

To cancel, please email team@ridenextgen.bike with the rider's name and the trip you wish to cancel. We will confirm your cancellation in writing within two working days.
Your cancellation date is the date we receive your email. All periods in this section are counted in calendar days before the departure date, which is the first day of the trip.

Cancellation charges for overseas bookings

When you cancel, we have often already paid suppliers such as hotels, transport and bike hire, and those payments cannot always be recovered. Our charges reflect those costs and the reduced chance of filling your place as the departure date gets closer. You can choose either a refund or a credit.

When you cancel	Refund	Or credit
90 days or more before departure	75% (deposit kept)	100%
65 to 89 days before departure	50%	75%
35 to 64 days before	25%	50%

departure		
34 days or fewer before departure, no-show, late arrival or leaving early	No refund	No credit

Percentages are of the total trip price, including the deposit. The 25% deposit is non-refundable once paid, because our accommodation and other suppliers require non-refundable payments from the date we confirm the trip.
If we fill your place: if you cancel and we are able to resell your place, we will refund the amount we recover, less any extra costs we incur in doing so, even if the table above would give you less.

Refunds and credit

- Refunds are paid to the original payment method within 14 days of your cancellation date.
- Credit is valid for 24 months from the date it is issued and can be used towards any NextGen Cycling Academy camp or tour.
- Credit can be used in part and can be passed to another rider on request.
- Credit cannot be exchanged for cash.

Transferring your booking

You can transfer your booking to another person who meets the conditions of the trip, such as age and riding ability. Please tell us at least 7 days before departure. We will only charge the actual extra costs of the transfer, such as an airline name change fee, and we will tell you what these are before you go ahead. You and the new rider are jointly responsible for paying any balance and those costs.

Unavoidable and extraordinary circumstances

If unavoidable and extraordinary circumstances at or near the destination significantly affect the trip, or the transport to it, you can cancel before departure and receive a full refund with no cancellation charge. Examples include a serious natural disaster or wildfire, serious public health risks, civil unrest, or official government advice against travel to the area.

If we cancel or change your trip

We may cancel a trip if the minimum number of riders shown on the trip page has not booked. If so, we will tell you no later than:

- 20 days before departure for trips of more than 6 days;
- 7 days before departure for trips of 2 to 6 days; or
- 48 hours before departure for trips of less than 2 days.

We may also cancel because of unavoidable and extraordinary circumstances. In either case,

you will receive a full refund within 14 days, or you can choose a place on another trip or a credit for 100% of the price paid.
If we need to make a significant change to your trip before departure, such as a change of dates or hotel, we will tell you as soon as possible. You can then accept the change, choose an alternative trip, or cancel and receive a full refund within 14 days.

Injury or illness

If the rider cannot travel because of injury or illness, the cancellation charges above still apply, because our costs with suppliers remain. You can transfer the booking to another rider, and travel insurance with cancellation cover should cover your loss. We will provide any paperwork your insurer needs.

Travel insurance

We strongly recommend that every rider has travel insurance that covers cancellation, medical treatment and repatriation, cycling activities, and the bike and its carriage, from the date of booking.

Problems during your trip

If anything is not as it should be during your trip, please tell a member of our staff straight away so we can put it right. If you remain unhappy, please contact us in writing within 28 days of your return.

Questions

If you have any questions about these terms, please get in touch with us using the details above and we will be happy to help.