

# Refund Policy

HLAC currently looks after two fishing lakes based in Hetton le Hole. Lyons Lake specifically aimed at the more experienced carp angler and Stephenson's Lake aimed at multiple levels of angling experiences.

## Yearly Memberships

You have the right to cancel your yearly membership by contacting the membership secretary within 14 days from the date / time of purchase without giving any reason as long as you have not fished either of the Lakes.

Once fully refunded your licence will become void and you will not be allowed to fish the club waters on a yearly licence the same year but can re-apply again the following year.

In order to exercise your right to cancel, you must inform the club of your decision to terminate your membership before the cancellation period has expired.

We will make the reimbursement without undue delay, and no later than 14 days after the day on which we are in receipt of your returned membership, or additional membership class.

We will make the reimbursement using BACS transfer into a valid UK bank account or by cash, if you originally paid by cash, - unless you/we have agreed otherwise.

The right to cancel and request a refund will expire after 14 days from the date/time the membership, or additional membership classes were purchased.

No refunds will be given for the temporary or permanent closure of club waters or any other circumstances beyond the club's control.

## Day Tickets

Upon purchasing a day ticket online or via paper copy, you agree that you can make it on the expected fishing day. We understand that problems may occur up to this date that may stop you from fishing Stephenson's Lake.

A full refund may be given under special circumstances, with a valid reason as long as you have not fished on the given expected fishing date. Please contact the club via our website to request this, explaining the reason. Once the expected fishing day has passed no refund will be issued.