

CANCELLATION & REFUND POLICY (Exert from Terms and Conditions)

4. CANCELLATION BY YOU

4.1 The cancellation policy varies for each service offered and is outlined at point of purchasing the programme. For the sake of terms and conditions, the standard cancellation policy exists:

- 4.1.1 Cancellations for all hourly classes booked via the chosen booking system (MINDBODY) must be made no later than 60 minutes prior to the class commencing and made on the booking system by the client in order for a 100% credit to be given to the clients account for future use. Cancellation within 60 minutes of class commencement will result in the class being forfeit and no credit is issued. No refunds are provided.
- 4.1.2 Cancellations for all 'courses' bought as a block (i.e. an 8 weeks pilates course or an 8 weeks skinny jeans school term) booked either by phone call, text, in person or via the chosen booking system (MINDBODY) must be received no later than 21 days prior to the commencement of the course for 100% credit to be given towards another course or for transfer to another person. No refunds are given. Cancellation of individual sessions results in forfeiting that session. No credit, refunds or transfer of individual sessions within a course can be made.
- 4.1.3 Cancellations of the personal training contract must be given in writing with one months notice, and only upon completing the minimum 3-month agreement signed at point of sale. Individual personal training sessions must be cancelled with 24 hours notice in order for the session to be credited to account and rescheduled for a later date. Failure to provide 24hrs notice will result in forfeiting your session

5. CANCELLATION BY US

5.1 Our aim is to deliver services as agreed and set out on both our website and in line with the booking form for relevant services. Where we are unable to perform agreed services the following cancellation policy will apply:

- 5.1.1 If we are unable to deliver 'classes' cancellations will be made with a minimum of 60 minutes notice and all clients booked onto the class will have their session credited back to their online account for future use. Where we cancel with less than 60 mins notice we will credit the session back to your account for future use, plus provide you will a complimentary class pass to use within 30 days at a class of your choice.
 - 5.1.2 If we are unable to deliver a 'course' in it's entirety the course will be reschedule to another date. You will be offered the choice of:
 - 5.1.2.1 transferring to the other course on the new date
 - 5.1.2.1.transferring your place to a friend or family member to use on the 'new' course date
 - 5.1.2.3 receiving a 100% credit on to your online account for use on another course
 - 5.1.2.4 A 100% refund of course cost
 - 5.1.3 If we are unable to deliver a single session within the course we will provide a minimum of 24 hours notice and extend the course end date by the relevant number of missed sessions.
 - 5.1.4 If we are unable to deliver personal training session we will provide you with a minimum of 24hours notice and your session will be rescheduled to another date. Failure by us to provide the 24hr notice will result in your session being credited to your online account for future use, plus one other complimentary session to be used within 30 days of the cancellation
- 5.2 We reserve the right to cancel your continuation of a session (Class, course or personal training programme) if we deem you unfit to participate and feel continuation would harm your health
- 5.3 We reserve the right to cancel your continuation in any classes, courses or personal training if we feel:
- 5.3.1 You are not participating within the spirit of the agreement
 - 5.3.2. You are abusive towards the trainer or another participant
 - 5.3.3 You have acted inappropriately
 - 5.3.4 You are not medically fit to continue without consulting your GP

5.3.5 You will not gain the results you are looking for through our partnership

5.3.6 Any other reason