

PLATINUM WELLNESS CANCELLATION POLICIES

CLASS BOOKINGS & CANCELLATIONS

- Clients must book and pay for all classes in advance via Bsport.
- Clients must cancel at least 24 hours before the class starts.
- Cancellations made less than 24 hours in advance of the class start time will result in lost credits.
- No shows will also result in lost credits.
- Cancellations must be made online via your BSport account.
- Any cancellation requests via email or WhatsApp may not be accepted, as the studio has limited access to these platforms during the teaching day.

APPOINTMENT BOOKINGS & CANCELLATIONS

- Clients must cancel their appointments at least 24 hours before the appointment starts.
- Appointment cancellations made with less than 24 hours' notice will incur a full charge.
- Clients must make amendments to appointments at least 24 hours before the scheduled appointment start time. Amendments include reducing treatment time.
- Any amendments made less than 24 hours in advance will incur a full charge.

MEMBERSHIP CANCELLATION POLICY

- Members are required to provide a minimum of 30 days' notice before the next billing date to cancel their membership.
- Members must submit cancellation requests in writing to admin@platinumwellness.co.uk for filing purposes.
- Verbal, WhatsApp/Messenger/Text Messages are not acceptable ways to cancel.
- If the member cancels payments without providing 30 days' notice to the studio, the member understands they will receive an invoice for the full amount plus an early termination fee.
- No refunds will be issued for partial billing periods unless otherwise stated.
- If the member decides to cancel their membership and later decides to re-

join, they will not be able to join on the same membership if it is not available or at the same price as when they cancelled — they will need to re-join at the current membership rate.

CHANGES TO TERMS

- Platinum Wellness reserves the right to change these terms at any time.
- Platinum Wellness will notify members of any significant changes to the terms via email.

CODE OF CONDUCT

- Platinum Wellness expects clients to treat staff and fellow studio members with respect.



PLATINUM
WELLNESS