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**Carpe Diem Fitness**

**9 The Courtyard, Ugstonrigg, Haddington.**

**Cancellation Policy for Fitness Classes and Personal Training.**

**We understand that life can be unpredictable, and sometimes schedules change. To ensure fairness to both our clients and trainers, we have established the following cancellation policy:**

**1. Group Fitness Classes:**

**• Cancellations: Participants must cancel at least 12 hours before the scheduled class to avoid a penalty.**

**• Late Cancellations/No-Shows: If you cancel within 12 hours of the class or fail to attend, the following applies:**

**• You will forfeit the session fee.**

**• Rescheduling: You may reschedule for another available class, subject to availability and accordance to relevant notice.**

**2. Personal Training Sessions:**

**• Cancellations: Clients must cancel or reschedule at least 24 hours in advance.**

**• Late Cancellations/No-Shows: Sessions canceled within 24 hours of the appointment will be charged in full and cannot be refunded or rescheduled.**

**• Emergency Situations: We understand emergencies happen. Exceptions may be made at the discretion of the trainer with proper notice and documentation.**

**3. How to Cancel:**

**• Cancellations must be made through our online booking system, via direct message to Clare/Paul via WhatsApp.**

**4. Refunds:**

**• No refunds will be issued for late cancellations or no-shows.**

**• In the case of unforeseen circumstances (such as medical issues), credit may be provided for future use, subject to approval.**

**5. Instructor Cancellations:**

**• If the instructor or facility cancels a class or session, clients will receive an option to reschedule without penalty.**

**Block Bookings are for the month scheduled, they do not roll on to future months.**

**By booking a class or session, you acknowledge and agree to abide by this cancellation policy. Thank you for your cooperation and commitment to your fitness goals!**

**We thank you for supporting our family business and look forward to inviting you to future sessions**