

# CANCELLATION & REFUND POLICY

Terms apply to all reasons for cancellation including but not limited to sickness or pre-existing health conditions, change of mind, transport, family or work commitments.

- Full refunds are processed for cancellations of individual class pass bookings, 121's and 221's where more than 24 hours notice is given, after this period no refund or return of the class credit will be given. This does not apply to classes that are part of 4 week courses or group/party bookings, please read the sections below.
- Any late arrivals will be considered a late cancellation or "no show" and will not be allowed to attend the class and no refund will be given.
- No refunds will be given for classes that you fail to attend or cancel less than 24 hours before the start time.
- For packages/block purchases - once a class is booked no refund will be given for the remaining block of class passes and class passes must be used within the relevant duration period (see duration periods below).
- Class passes must be used within the stated duration period, no refunds will be given for failing to use the passes in the agreed timescale.
- Class passes cannot be transferred to another student
- Class passes cannot be used to book 121 or private/group sessions, events, workshops or photoshoot deposits.
- Package and membership durations cannot be extended for any reason other than studio closure e.g. due to an emergency, instructor illness or Christmas closure leading to full cancellation of a weeks classes

## Duration period for packages:

4 class pass - 8 weeks from purchase date

6 class pass - 8 weeks from purchase date

8,12 and 16 class 4 week memberships - 4 weeks from purchase date

For any other packages not stated here check the booking app for full details on duration and validity.

## 4 week courses

- For any 4 weeks course customers, 72 hours notice before the course start date is needed to receive a full refund of the course, after this period no refund or partial refund will be given.
- Class passes cannot be transferred to standard/non-course classes or the next course.
- If a class or course has to be cancelled by the studio for any reason an automatic refund will be processed by the booking system as a class pass, to request a cash refund please

contact [elevatepolefitnessstudio@gmail.com](mailto:elevatepolefitnessstudio@gmail.com) so that they can process the refund manually.

#### 8,12 and 16 class 4 week memberships

- Valid for 4 weeks from purchase, and then the membership auto-renews every 4 weeks after the initial payment for up to 12 months.
- Standard 24 hr cancellation policy applies to all individual class bookings
- This 4 week membership period cannot be extended, unless the studio is closed leading to full cancellation of a full weeks classes as stated above. In the case of Christmas closure sessions for this closed period will be rolled over to the following year
- Sessions are subject to session availability and spaces. Students are encouraged to book in advance
- The customer must only book & attend classes that are safe for their level/ability e.g. a beginner must not book an intermediate class.
- There is a 24 hour cooling off period in which the customer can cancel the membership for a full refund so long as no sessions have been booked. To obtain a refund the customer must email [elevatepolefitnessstudio@gmail.com](mailto:elevatepolefitnessstudio@gmail.com) ; once any sessions have been booked or the 24 hour period passes no refund will be available.
- Membership fee is for class bookings. Any additional perks and benefits offered are a goodwill gesture. Any additional membership benefits are only applicable to the membership holder only and cannot be gifted or transferred to friends or family. All benefits including online recordings are subject to availability and may be edited, added to or retracted at any time.
- Minimum term of 4 weeks, can't be cancelled/refunded within this period.
- Customers must email to cancel memberships, with a minimum of 7 days notice before the next payment date to ensure we can cancel the payment in time. All cancellations are effective from the next billing date, we cannot give partial refunds.
- Memberships can be frozen for 7-14 days, with 7days notice required. You will be given class credits for the sessions that you are unable to use due to holiday etc.

#### Gift Cards

- A 30 day returns policy applies to all gift card purchases, after this period the gift card value must be used within the 6 month period. If you require a cash refund please contact [elevatepolefitnessstudio@gmail.com](mailto:elevatepolefitnessstudio@gmail.com)
- Gift cards cannot be exchanged for monetary value.
- Once a gift card code has been applied to a class package the standard package duration applies.

#### Group bookings

- A deposit of £40 per hour is required to secure your booking. The remaining balance is due 2 weeks prior to the session.
- For group bookings and parties a minimum of 7 days notice before the session is needed to cancel. After this time we are unable to cancel the booking and your deposit will not be refundable. If you cancel more than 72 hours before the start of the session a refund of the remaining balance will be provided. When less than 72 hours notice is given no refund is available.

#### Workshops & private lessons (e.g.1-2-1's, 2-2-1's)

- All private lessons come under the 24 hr cancellation and lateness policies for refunds
- For workshops we require 72 hours notice for a refund.
- 121 packages can be used to book sessions with Zara only.
- Please check suitable slots are available before purchasing 1-2-1 or 2-2-1 packages. All 121 and 221 packages must be used within 4 months.
- Workshop and private lesson bookings can't be transferred to class passes, private lessons with other instructors, courses or other bookings. Partial refunds not available.
- All cash refund requests must be sent via email to [elevatepolefitnessstudio@gmail.com](mailto:elevatepolefitnessstudio@gmail.com) , auto-refunds generated by the system will be processed as class credits. Any manual/cash refunds due will be processed via Stripe or bank transfer.