

Cancellation and Refund Policy – Terms & Conditions

Effective from 1st September 2025

From 1st September 2025, we will be implementing an updated cancellation and refund policy. After careful review of class attendance, business operations, and the rising costs of venue hire and booking platform services, we've made the decision to introduce a **no-refund policy for all classes**.

Our goal as a business is not only to provide a consistent and motivating environment but to also support your commitment to your fitness journey. These changes are intended to create fairness and sustainability for all involved.

What This Means for You

General Policy:

- The previous 12-hour grace period for class cancellations with credit return will no longer apply.
 - Once a class is booked, it is considered a confirmed booking and cannot be refunded or re-credited unless outlined below under discretionary exceptions.
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Class Passes:

Single Classes, 5-Class Passes & 10-Class Passes

- Cancellations for classes booked under these passes will **no longer** be credited back to your pass.*

Core Unlimited Pass (Tuesday & Thursday)

- Due to the exceptional value of this pass, we've reviewed the cancellation terms.
 - Rather than raising the cost of this pass, a **£2 fee will apply for any missed classes** or cancellations where no attendance occurs.**
 - This fee will be invoiced to the email associated with your booking and must be paid prior to your next class to avoid interruption to your bookings.
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Discretionary Exceptions:

We understand that life happens. We want to work with you where possible, and the following exceptions apply:

- **If you contact us at least 24 hours in advance, we can offer a **one-time class transfer** to be used within 7 days. This applies to single and multi-class passes only.*

- Please note: Transfers cannot be moved again, and consistent use of this exception will be reviewed.
 - ****For Core Unlimited pass holders**, if you notify us at least 24 hours before your class about a cancellation or absence, **the £2 charge may be waived** at our discretion.
 - Consistent use of this exception will also be logged and reviewed.
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Medical or Exceptional Circumstances:

If you are unable to continue attending classes due to injury, medical advice, or pregnancy, please contact us directly. We are committed to working with you to pause or adjust your pass accordingly. Communication is key, and we're here to support you.

Final Note:

While we cannot refund or recredit missed sessions, we do appreciate you cancelling your spot via the booking app if you are unable to attend. This helps free up space for others. If you're unable to do this through the app, feel free to get in touch and we can cancel it for you.

We truly value your understanding and continued support as we grow and evolve. Thank you for being part of our community.

Warm regards,

Fitness with Jodie

