



CANCELLATION POLICY

A missed appointment affects 3 people. You, the instructor and the person wanting the time set aside for you. For the livelihoods of our instructors a cancellation policy must be enforced.

• **48 hour cancellation policy for studio private, duo and trio sessions.** The full fee will be charge unless we can arrange another makeup session within the next 7 days (subject to trainer availability). In the case of vacations, we will hold your studio purchased 10 week blocks for no longer than 2 weeks per 3 month expiry.

• **24 hour cancellation policy for pre booked group classes.**

We offer 2 cancelled classes (with 24 hours notice) makeups per 10 week term ONLY!

• If you are a NO SHOW to your booked class without cancelling prior you will be charged in full.

• No exchanges or refunds are given unless with a doctor's certificate stating that you are unable to continue your training for medical reasons. Sudden illness and exceptional emergency situations may be arranged separately by contacting the studio manager.

These guidelines will be strictly enforced as failure to do so effects us all. We do apologise for any inconvenience.