



## **CANCELLATION POLICY**

Monthly rolling memberships can be cancelled by emailing us on [hello@thelodge.space](mailto:hello@thelodge.space).

You must provide one calendar month's notice prior to your next payment date for cancellations. All monthly recurring payments must run for a minimum of two months before you can cancel.

Membership must be paid in irrespective of whether the member has used the facilities.

Memberships are non refundable and non transferable after the initial 14 day cooling off period in line with the Consumer Contract Regulations (2014).

You can freeze your membership for a period of 1-2 months for 1 Year Memberships and 1 month for 6 Month Memberships within a 12 month period. You must provide a minimum of 30 days notice and email [hello@thelodge.space](mailto:hello@thelodge.space) to make the relevant changes and freeze payments.

Requests to freeze memberships for longer will be considered by the Studio Manager under extreme circumstances.

Under the Consumer Contract Regulations (2014) you are entitled to cancel an unused membership purchase and contract within 14 days from the date of purchase for which you will receive a full refund. Should you have used your membership within the 14 days cooling off period a partial refund will be provided. Any cancellation requests after this date will not be eligible for a refund.

One off purchases are non refundable, non transferable and must be used within the expiry date provided when you make the initial purchase.

### **Late Cancellations/ No Shows:**

We ask that you cancel any classes you are unable to attend with at least six hour's notice.

If you have a class pass and cancel a class with less than six hour's notice or fail to turn up you will forfeit one class from your pack.

Any class cancellations with less than six hour's notice will be classed as a late cancel and a £5 fee will be charged to the credit or debit card held on file.

Per calendar month we forgive up to 2 no show / late cancellation charges as we know that life sometimes gets in the way of making it to class.

The late cancellation and no show fees apply to all memberships including the "intro offer".



Please do not ask us to break this golden rule, it is in place to ensure that all members have a positive experience and to deter consistent no shows and late cancellations.

Treatments are refundable up until 24 hours before the scheduled start time. Should you be unable to attend the treatment with less than 24 hours notice you will be charged the full amount.

TheLodge.space Management team reserve the right to review and change membership pricing structures as required.

Our facilities are also available to hire for independent use such as workshops and training.

From 2nd April 2019 all studio hires must be paid in advance to secure your booking. You will be issued with the full terms and conditions of your hire and an invoice to pay when booking with a member of theLodge.space management team.