

## **Purchase policy**

By clicking "Place Order" or "Book Now" you confirm you have read and accepted our terms and conditions.

Class passes & memberships (including monthly recurring) are activated on the date you make the purchase and are non refundable.

The intro offer will activate on the day of purchase and will be valid for 4 weeks after that. Once purchased the intro offer is not refundable.

Individual classes are refundable as class credits up until 6 hours before the scheduled start time.

If you have a class credit 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. Failure to turn up to a class without cancelling (no show) will incur a £5 fee charged to the credit or debit card held on file.

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 still be charged.

We understand that sometimes card payments can fail and we will contact you to resolve this. If a card payment failure has not been fixed within 7 days we reserve the right to charge a £20 payment failure admin fee and suspend your account until payment has been made. Whilst your account is suspended you will not be able to use your membership.