

RESPIRIT PILATES CANCELLATION POLICY

These rules are extracted from our General Terms and Conditions of 24 August 2020.

Cancellation of purchase

- VIII.8 **Class cards** are not refundable, even if unused, irrespective of the reason.
- VIII.9 Clients take the responsibility to use their purchased class cards within its validity period. Validity periods are principally calculated from the first day the class card is used. Class cards in Contracts may deviate from this general rule and activate on the day of purchase. Clients understand that the validity period of class cards and contracts cannot in principle be extended.
- VIII.10 In case of prolonged sickness or injury of min. 1-week clients can request in writing the suspension of their running class card. A medical certificate attesting the expected lengths of unavailability of the Client is to be provided within 1 week from the first day of sickness or date of injury so that the request is considered. Respirit Pilates can decide on its own discretion whether to prolong the validity of the class card in question or reimburse the sum equal to the price of the remaining session onto the Client`s MBO account for further use. Unless otherwise stated on the certificate, the date of the certificate will serve as starting date for the invalidity and any suspension of the validity of the Class card.
- IX.4 **Contracts** cannot be terminated or reimbursed, irrespective of the reason for any such request.
- IX.3 Contracts can be suspended for maximum 3 months in case of prolonged sickness or invalidity of min. 1-week duration, which has to be attested by a medical certificate including the expected lengths of unavailability.

Cancellation of class reservations

- X.2 Clients can cancel their attendance primarily within the Online booking system, but also in e-mail and short text message to the class instructor. With respect to the cancellation windows, the receipt time of these messages applies.
- X.3 Late cancellation occurs within
- a) 24 hours in case of private classes
 - b) 12 hours in case of collective classes
- calculated from the announced start of the respective class, and irrespective of the reason for cancellation.

X.4 In case of late cancellation, the full price of the respective class is due, unless Respirit Pilates manages to fill the cancelled place until the start of the class.

VI.4 In case of unavailability of places, Clients can still register for the waiting list of the Class or event in question.

In case of cancellation from the class roster outside the cancellation window the first client on the waiting list will be added automatically to the class roster and get notified by e-mail. It is the responsibility of the waitlisted Client to be able to receive and read such automated email. Once the waitlisted client is automatically placed on the class roster, the cancellation rules apply.

In case of cancellation from the class roster within the cancellation window, the first client on the waitlist will be informed by phone and can decide if she wants to get enrolled into the Class. The cancellations rules start applying from the moment the waitlisted client is placed manually on the class roster.

Special conditions for Subscriptions

XI.2 No cancellation applies for subscriptions; missed classes, workshops or other events within the series will be lost in case the client cannot attend, irrespective of the reason.

XI.3 In certain Subscriptions classes or workshops may build upon each other. In case of a missed class or workshop from such series Respirit Pilates may deny the participation of the Client from the rest of the Subscription.

Special conditions for workshops and other events

XII.1 Specific cancellation and refund policy applies for Workshops and Master classes:

- a. Cancellation more than 7 days before the workshop – 100% refund
- b. Cancellation within 3 -7 days before the workshop – 50% refund
- c. Cancellation within 48 hours from the start of the workshop – no refund.
- d. In case of any refund payment processing and charge-back fees are deductible / payable by the Client.

XII.2 For workshops in Subscriptions the cancellation and refund policy detailed under XII.1 applies with respect to the date of the first workshop only. For any subsequent workshop in the series the rules for Subscriptions apply (See chapter XI)

XII.3 The cancellation policy for retreats and other events are defined on a case by case basis and advertised in the respective event notice.

Reimbursement

- X.6 In case the Client has been granted by Respirit Pilates the full or partial reimbursement of any purchase, such funds are principally made available onto the Client`s MBO account and can be used for later online purchases. In the event of a reimbursement in the form of a bank transfer, a 3% administration fee, calculated on the total sum of the earlier purchase price in question, will be deducted from the reimbursable amount.

Thank you for your understanding.