

RESPIRIT PILATES CANCELLATION POLICY

These rules are extracted from our General Terms and Conditions of 04 January 2026.

Cancellation of purchase

- VIII.8 **Memberships** are not refundable, even if unused, irrespective of the reason.
- VIII.9 Clients take the responsibility to use their purchased Memberships within its validity period. Validity periods are principally calculated from the first day the Package is used. Packages in Contracts may deviate from this general rule and activate on the day of purchase. Clients understand that the validity period of Packages cannot in principle be extended.
- VIII.10 Unused Memberships that activate on the first day of use will expire in 6 months calculated from the purchase date, if not activated within this period.
- VIII.11 In case of prolonged sickness or invalidity after an injury, of min. 1 week clients can request in writing the suspension of their running Package. 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 Momence 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 Package.

Cancellation of class reservations

- IX.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.
- IX.3 Late cancellation occurs within
 - a) 24 hours in case of private classes
 - b) 12 hours in case of collective classescalculated from the announced start of the respective class, and irrespective of the reason for cancellation.
- IX.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 onto the waiting list of the Class or event in question.

In case a place becomes available in the class, all waitlisted clients receive an SMS. The first one to respond to this message accepting the free spot will be booked into the class automatically. As soon as the person is booked into the class from the waitlist through this procedure, our cancellation policy applies.

Special conditions for Subscriptions

X.2 Special cancellation policy 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.

X.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

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

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

XI.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)

XI.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

IX.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 Momence 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.