

RESPIRIT PILATES CANCELLATION POLICY

These rules are extracted from our General Terms and Conditions.

Cancellation of purchase

- Class cards are not refundable, even if unused or partially, irrespective of the reason.
- Clients take the responsibility to use their purchased class cards within its validity period. Validity periods are primarily calculated from the first day the class card is used. Class cards in Contracts may have different conditions. Clients understand that the validity period of class cards and contracts cannot in principle be extended.
- In case of prolonged sickness or injury clients can request in writing the suspension of their running class card, including a medical certificate. 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 on the client`s account for further use.

Cancellation of class reservations

1. Clients agree to observe Respirit Pilates` class cancellation policy.
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 apply.
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, irrespective of the reason for cancellation.
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.

Thank you for your understanding.