

REFUND & CANCELLATION POLICY

Membership Refund & Cancellation Policy: All Athletix memberships and re-newels are final. To avoid being charged, cancellations will have to be made prior to the clients next renewal date.

If Athletix were to experience any errors at the time of purchase or after a sale, Athletix has the right to alter any memberships to adjust and fix them accordingly.

Instruction and or performance class Refund & Cancellation Policy:

12 HOUR NOTICE

The policy states that any scheduled instruction and or performance class may be canceled without penalty if done so at least 12 hours in advance of the scheduled time by the client or the instructor.

LESS THAN 12 HOUR NOTICE

Package holders, classes cancelled within the 12-hour window will not be returned to your package. If Athletix staff makes a scheduling error or calls to cancel within 12 hours of the scheduled time and is unable to provide an appropriate house/pro instructor this will count against Athletix.

Single and or long-term rentals Refund & Cancellation Policy:

Single rentals

24 HOUR NOTICE

The policy states that any scheduled rental may be canceled without penalty if done so at least 24 hours in advance of the scheduled time by the client or the instructor.

LESS THAN 24 HOUR NOTICE

Clients will be automatically charged for a scheduled rental. If Athletix staff makes a scheduling error or calls to cancel within 24 hours of the scheduled time and is unable to provide an appropriate house/pro instructor this will count against Athletix.

Long term rentals

Rentals consisting of multiple reservations are finalized at the time of scheduling. A designated renter is monetarily responsible for dates, and times. It is encouraged to notify Athletix two weeks prior for a specific date and time change. However, there will be no check/credit card refunds for any adjustments and or cancellations.

If cancelled due to inclement weather, or other uncontrollable acts, the renter will accumulate that scheduled reservation type on a different day.

Registrations:

All forms of registration fees are NON-REFUNDABLE

If canceled due to low enrollment by Athletix, or other uncontrollable acts, participants will be given the option of a full refund or a credit onto their Athletix account for future use.