

## **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 client's next renewal date. Memberships are **ONLY** to be cancelled upon clients notice sent to [info@athletixtraining.com](mailto:info@athletixtraining.com).

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 or Performance Class Package Refund & Cancellation Policy:**

#### **12 HOUR NOTICE**

The policy states that any scheduled instruction 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.

All package sales are finalized at the time of purchase. If Athletix were to experience any errors at the time of purchase or after a sale, Athletix has the right to alter any packages to adjust and fix them accordingly.

*Packages will expire 1 year from the purchase date.*

### **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 makes a scheduling error, we may contact you via email and or over the phone to cancel within 24 hours of the scheduled time.

#### ***Long Term Rentals; 16+ hours of rented time at the time of request***

A designated renter is monetarily responsible for dates, and times. It is encouraged to notify Athletix two weeks prior to a specific date and time change. Dependent on Renter's notice, there will be no check/credit card refunds for any adjustments and or cancellations. Renter's notice for re-occurring rentals are as follows: ***30 days prior to date; no penalty, 15 days prior to date; exchange for time.***

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 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.