

TIME2PILATES CANCELLATION POLICY

These rules are extracted from our General Terms and Conditions of 24th of March 2021.

Cancellation of purchase

VIII. Pricing and payment terms

8. Class Cards are not refundable, even if unused, irrespective of any reason.

9. Clients take the responsibility to use their purchased Class Card within its validity period. A validity period starts principally from the first day the Class Card is used. Class Cards in subscriptions may deviate from this general rule and activate on the day of purchase. Clients understand that the validity period of Class Cards cannot in principle be extended.

10. In case of prolonged sickness or invalidity after an 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. Time2Pilates can decide on its own discretion whether to extend the validity of the Class Card in question or reimburse the sum equal to the price of the remaining session onto the Client's Time2Pilates 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. Special conditions for Memberships

3. Memberships can be suspended for maximum 3 months in case of prolonged sickness or invalidity after an injury of min. 1 week duration, which has to be attested by a medical certificate including the expected lengths of unavailability.

4. Memberships cannot be terminated or reimbursed, irrespective of the reason for any such request.

X. Cancellation of class reservations

X.2 Clients can cancel their attendance primarily within the Online booking system, but also in email 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 12 hours in case of collective classes and private sessions 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 Time2Pilates 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.

X.6 In case the Client has been granted by Time2Pilates the full or partial reimbursement of any purchase, such funds are 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.