

## Cancellation Policy & Refunds

### Gym Session Cancellations

Due to the current Covid situation the current maximum number of members using the gym at any one time is restricted to 7. If you are unable to attend a gym session that you have booked, you are required to cancel it on Glofox **as soon as possible** to enable other members to take your place.

To ensure as many gym sessions are available as possible, we are currently operating a '3-Strike Policy'. This is how it works:

- If you block book numerous slots and only use one

AND/OR

- Do not cancel your booking at least 3 hours prior to your slot start time

the Glofox booking system will automatically put a strike against your name.

If you accumulate 3 of these strikes, Glofox will automatically block you from booking future slots for one week.

### Class Cancellations

Due to the current Covid situation the current maximum indoor class size is restricted to 12. If you are unable to attend a class that you have booked, you are required to cancel **as soon as possible** to enable other people to take your place.

Bookings can be cancelled via the Glofox App or by contacting the Centre directly.

Refunds will only be issued:

- For any classes cancelled by Gym 208 (including in the event of bad weather).
- For bookings cancelled at least 3 hours before the class start time.

'No shows' will not be refunded.

Your refund will be made via the credit or debit card you have registered on Glofox.