

Pole Fitness Montréal

Return/Refund Policy – Refund & Cancellation Policy

Sessions

Cancellation

– 24 hours notice is required for cancellation of single sessions. Missed sessions without the appropriate notice will be charged as if attended.

Medical Cancellations

- Cancellation is permitted where an athlete or team is not able to participate in a single sessions for medical reasons. A doctor's note confirming that the athlete or team was not permitted to participate is required within 7 days of missed session and upon receipt, a credit for a makeup session will be issued.

Camps & Programs

Cancellation

- 14 days of notice is required for camp or program cancellations. Any cancellations by an athlete or team with 14 or more days of notice will be processed and a \$25.00 administration fee per athlete will apply.

Cancellation Within 13 Days Of Camp

– No cancellations by an athlete or team will be accepted within 13 days of the beginning of camp.

Medical Cancellations

- Cancellation is permitted where an athlete or team is not able to participate for medical reasons. A doctor's note confirming that the athlete or team is not permitted to participate is required and upon receipt a refund will be processed minus a \$25.00 administration fee.

Services

▪ Private Training

- If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it MAY be possible to make the session up at a later date or with a different trainer. However, this cannot be guaranteed.
- Any sessions missed with less than 24 hours notification are forfeited.
- If you have not already paid for the session, your account/card will be charged for the full amount of the session.

- If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.
 - Additionally, reserved time slots may be lost if payment is not made in a timely manner.
- **Registered Programs**
 - Pre-paid classes are refundable
 - If you are unable to attend a program due to circumstances out of your control (determined on a case-by-case basis by our administration), we can offer you a refund if you notify us prior to your session start date. However we do charge a 30% cancellation fee. This cancellation fee may be avoided if you opt for a service credit instead of a refund.
 - NOTES: Service credits are valid for 30 days only!
 - If we are notified after your session begins, we can only give you a credit towards another program. This credit is nontransferable and accounts for only the sessions remaining in your program at the time you requested cancellation.
 - There is no cash refund.
 - There is no refund for merely changing your mind!
 - We are here to get you results and these results cannot be achieved if you fail to attend the program!
 - This is not negotiable.
- **Individual Classes**
 - If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it MAY be possible to make the session up at a later date or with a different group. However, this cannot be guaranteed.
 - Any classes missed without 24 hours notification are forfeited.
 - If you have not already paid for the class, your account/card will be charged for the full amount of the session.
- **Consulting**
 - No refunds are available for completed consulting services.
 - Unused, pre-paid and retainer-based consulting services may be eligible for a refund depending on the agreement between you and the XYZ *STUDIO* subsidiary. Standard notice for cessation of services is one calendar month, but this may vary between contracts. Be sure to check your agreement for details.

Products

- **Fitness Equipment and Accessories**
 - May be returned within 14 days for exchange only. Returns are valid only for products that have not been opened, used or damaged.
 - Products which are defective or damaged upon arrival may be returned immediately for exchange.
 - Some products may need to be shipped directly to the manufacturer. This

will be stated on the product package or instruction insert. Should you be unsure if this is the case, please contact us using the information at the bottom of this page

- Customers are responsible for all shipping charges on exchanges or refunds.
- Refunds are only available when an equivalent replacement is unavailable and customer does not wish to exchange for another product

▪ **Books, DVD's, Posters**

- May be returned within 14 days for exchange only. Returns are valid only for products that have not been opened, used or damaged.
- Products which are defective or damaged upon arrival may be returned immediately for exchange.
- Customers are responsible for all shipping charges on exchanges or refunds.
- Refunds are only available when an equivalent replacement is unavailable and customer does not wish to exchange for another product.

▪ **Digital Products (Audio, Video, E-Book downloads)**

- These products are not eligible for return or exchange.
- Should your file be defective or damaged upon arrival please contact the appropriate division of the *POLE FITNESS INC.* where you purchased the product and we will arrange for a copy of the file to be re-sent.
- Should you be dissatisfied with the quality or content of the file, we would be happy to hear your feedback. Please contact the appropriate division of the company.

Return / Refund Policy

- Payment for all classes must be received 14 days prior to the scheduled class date to ensure your seat.
- Cancellations prior to 14 days will receive a credit towards a future class based on availability and similar cost. Cancellations within 14 days will not be refunded.