

CANCELLATION POLICY



connected
FITNESS

CLASS CANCELLATION

CANCELLATION OF CLASSES MORE THAN 1 HOUR BEFORE THE CLASS STARTS WILL NOT BE CHARGED AND CREDIT WILL REMAIN ON THE ACCOUNT FOR FUTURE USE. REFUNDS WILL NOT BE GIVEN FOR CLASSES BOUGHT AND THEN SUBSEQUENTLY CANCELLED.

IF YOU BUY A CLASS AND DO NOT CANCEL WITHIN THE 1 HOUR WINDOW OR IF YOU DO NOT ATTEND, YOU WILL STILL BE CHARGED FOR THIS CLASS. THERE WILL BE NO CHARGE FOR MEMBERS (WHO HAVE CLASS MEMBERSHIP INCLUDED) SHOULD THEY NOT CANCEL WITHIN THE 1 HOUR WINDOW, BUT CONNECTED FITNESS RESERVES THE RIGHT TO WITHDRAW CLASS ACCESS FROM FREQUENT OFFENDERS

UNWANTED MEMBERSHIP RENEWAL

MEMBERSHIPS MUST BE CANCELLED MORE THAN 3 DAYS PRIOR TO RENEWAL DATE TO AVOID PAYING RECURRING PAYMENT. MEMBERSHIP CANCELLATION CAN BE MADE VIA EMAIL TO GYM@CONNECTEDFITNESS.UK OR BY USING THE FORM ON OUR WEBSITE WWW.CONNECTEDFITNESS.ONLINE/CANCEL ONCE CANCELLATION REQUEST HAS BEEN MADE NO FURTHER PAYMENT WILL BE REQUESTED, HOWEVER IF THE NECESSARY NOTICE PERIOD HAS NOT BEEN GIVEN THE PAYMENT IS LIKELY TO PROCESS AND THE MEMBERSHIP WILL CONTINUE UNTIL THE END OF THE NEXT MONTH DUE TO THE EXPENSE OF THE PAYMENT PROCESS WE ARE NOT ABLE TO OFFER A REFUND ON ANY PROCESSING PAYMENT

MEMBERSHIP CANCELLATION

MEMBERSHIPS FROM CONNECTED FITNESS ARE CONTRACTUALLY BINDING AND WILL BE ENFORCED, HOWEVER THERE WILL BE SPECIAL MEASUREMENTS TAKEN IN THE EVENT OF ILLNESS, LONG TERM INJURY, PREGNANCY OR UNFORESEEN FINANCIAL INSTABILITY. IN THESE CASES, CONNECTED FITNESS OFFERS ONE OF THE FOLLOWING SOLUTIONS:

1. CONTRACT SUSPENSION - ON A MONTH BY MONTH BASIS, THE CONTRACT WILL BE PUSHED FORWARD IN TIME, INTRODUCING A BREAK IN BOTH SERVICE AND PAYMENT, THIS TIME WILL BE ADDED ON TO THE END OF THE CONTRACT, THUS EXTENDING THE TOTAL DURATION. FOR EXAMPLE IF A 12 MONTH CONTRACT IS TAKEN IN JANUARY, BUT THERE IS A 1 MONTH SUSPENSION TAKEN IN JULY, THE CONTRACT WILL EXTEND UNTIL FEBRUARY RATHER THAN EXPIRE IN JANUARY THE FOLLOWING YEAR. OUTSIDE OF TRULY EXCEPTIONAL CIRCUMSTANCES SUSPENSIONS ARE LIMITED TO A MAXIMUM OF 3 MONTHS PER CONTRACT.
2. EARLY TERMINATION - WHERE THE CONTRACT IS SOUGHT TO BE CANCELLED IN ENTIRETY IT CAN BE DONE SO BY PAYING AN EARLY TERMINATION FEE EQUAL TO 50% OF THE VALUE REMAINING ON THE CONTRACT.