

TERMS & CONDITIONS

Healthy Living Hub

Please read the following terms and conditions regarding bookings, cancellations and refunds. Policies are subject to change and can be reviewed and implemented at any time.

Rules and regulations of class booking system

- If any payment is required, booking is only confirmed when you pay in full for your activity at the time of booking.

Payment

- The customer shall be responsible for the payment and can pay in cash or by card at the Healthy Living Hub or online.
- Full payment will be taken at the time of booking.

Cancellation of booking by customer

- **Customers** wishing to cancel a fitness class must do so more than 24 hours prior to its commencement, at which time they will be offered a transfer to an alternative class within the next seven days (no refunds will be given). These cancellations/transfers can be made by telephoning 01792 650716 option 4 or in person at the Healthy Living Hub during opening times. Cancellations / transfers to alternative classes, cannot be made online. If a customer fails to provide the minimum 24 hours notice, no transfer will be offered.

Cancellation of booking by centre / Refund policy

- The Healthy Living Hub reserves the right to refuse or cancel any booking should centre rules not be adhered to or if the safety of staff and customers is put at risk.
- Customers who book and pay online will be offered to be transferred to a different time and day but if this is not suitable than they will entitled to a full refund of bookings cancelled by the Healthy Living Hub. The payment will be refunded direct to the credit or debit card or in cash.