



## **Cancellations and Refunds Policy**

Please be mindful when you are booking into our term timetables as you are making a 10 week commitment. G-Force class fees are non-refundable once a term has commenced. A full refund on term classes is allowed (minus the cancellation fee of \$50 per course) if more than 14 days' notice is given before the commencement of the term.

G-Force Pole and Fitness may offer a partial credit for a future term if you need to discontinue classes for a medical reason with a doctor's certificate. Please be aware that this is not guaranteed so we recommend you make sure you're physically capable to complete each term. All requests for credit transfers must be in writing to [getfit@gforcepoleandfitness.com.au](mailto:getfit@gforcepoleandfitness.com.au) and approved by the admin staff.

If you are unable to attend a lesson of your 10 week commitment, we offer Make Up Classes.

## **Make-Up Class Policy – 3 hours' notice**

We understand that sometimes there are events beyond your control which prevent you from being able to attend your enrolled classes here at G-Force. To ensure everyone gets the best opportunity to attend make-up classes, we require a minimum of 3 hours' notice that you will not be attending your enrolled class. This should be done by arranging with the admin staff on the desk before the event or if on the day by email to [getfit@gforcepoleandfitness.com.au](mailto:getfit@gforcepoleandfitness.com.au), or private Facebook message to G-Force Pole and Fitness page (not the secret students group). If you message your instructor or message the students group, you will not qualify for a make-up class.

If we do not receive your notice of non-attendance at least 3 hours prior to your enrolled class, you will not be eligible for a make-up class.

Make-up classes can only be attended in the same enrolled term in which they were missed. We do not carry these forward to another term.

There is a limit of four make up classes per enrolled class, per term, unless discussed with admin prior to the term commencing (e.g. going overseas for more than four weeks).

Please request permission from admin of which class you are allowed to complete a make-up in, to avoid over crowded classes.

No shows for scheduled classes will be treated as no notice and therefore will not be eligible for a make-up lesson. This includes no shows for requested make-up lessons.

*Thank you for your understanding*