

Free Rein Pilates – Refund & Cancellation Policy

This policy outlines how we handle refunds, cancellations, and returns across all classes, private sessions, retreats, and shop purchases. We aim to be clear, fair, and transparent.

Classes and Private Sessions

Cancellations made more than 24 hours in advance:

- ☐ Eligible for rescheduling or account credit

Cancellations made with less than 24 hours' notice:

- ☐ Non-refundable
- ☐ Non-transferable

No-shows will be treated the same as last-minute cancellations and are also non-refundable.

If Free Rein Pilates cancels a class or session, you will receive a full refund, credit, or a rescheduled option.

Retreat Bookings

All retreat bookings require a non-refundable deposit. The deposit amount and due date for final payment will be clearly provided when booking.

If you cancel more than 30 days before the retreat start date:

- ☐ You may be offered a partial refund or transfer (excluding the deposit)

If you cancel less than 30 days before the retreat:

- ☐ No refund will be issued
- ☐ If your space is filled by another participant, a partial refund may be offered at our discretion

If Free Rein Pilates cancels the retreat:

- ☐ You will receive a full refund of the retreat fee
 - ☐ We are not responsible for travel, accommodation, or third-party booking costs
-

Shop Returns

If you're not satisfied with a product purchased from our shop:

- ☐ You may return it within 14 days of delivery
- ☐ The item must be unused, in original condition and packaging
- ☐ You must cover return postage unless the item is faulty

To request a return, email us at [Insert email address] with your order number and reason for return.

Refunds will be processed via your original payment method within 7 working days of receiving the returned item.

Non-Refundable Items

The following items are non-refundable:

- ☐ Digital products (e.g. downloads)
 - ☐ Gift vouchers
 - ☐ Any items marked as non-refundable at point of sale
-

Retreat Insurance

We strongly recommend purchasing travel insurance that covers:

- ☐ Illness or injury
- ☐ Personal circumstances
- ☐ Cancellations and travel disruption

This protects you against unexpected events that may prevent attendance.