



C A N C E L L A T I O N & R E F U N D

Policy

POLE FITNESS CLASSES

At MPR Fitness, LLC, we strive to provide an exceptional standard of safety, care, and fun. In order to achieve this, we kindly request your cooperation in adhering to our cancellation policy in regards to our Drop-In classes, and Class Pass packages.

CANCELLATIONS

- We understand that unexpected circumstances may arise; however, we kindly ask that you provide 24 hours' notice if you need to cancel or reschedule your appointment.
- **Drop-In Class:** Late cancellations or no-shows will result in forfeiture of the class fee.
- **Class Passes:** Late cancellations or no-shows will result in forfeiture of the class pass
- Students who frequently cancel or miss classes may face booking restrictions.

REFUNDS

- **Drop-In Class:** Refund requests may be considered for first time or single drop-in classes if canceled with at least 24 hours' notice.
- **Class Passes:** Class series packages are good for 1 year from date of purchase. All class series packages are non-refundable and non-transferable.
- Refund requests may be considered in cases of medical emergencies.

LATE ARRIVALS

We value your time as well as the time of our other clients. If you arrive more than 15 minutes late for your scheduled class, we may need to reschedule your session or shorten the class duration. The full price of the originally scheduled class will still apply.

NO-SHOWS

While we understand that unforeseen circumstances can occur, a missed class where no notice is given not only affects our ability to serve other clients but also results in lost time. The full cost of the class will still apply. We appreciate your continued support and understanding.