

# REFUNDS AND CANCELLATION POLICY

## 1. GENERAL POLICY

- 1.1 All purchases made at Busy Bodies Gym—whether online or in-person—are final unless otherwise stated in this document.
- 1.2 By completing a payment through our website, you agree to the terms outlined in this policy.
- 1.3 Busy Bodies Gym reserves the right to update this policy at any time, and the latest version will be displayed on our website.

## 2. MEMBERSHIP PAYMENTS

- 2.1 **Membership fees (monthly, quarterly, annual)** are non-refundable once payment has been processed.
- 2.2 Memberships may not be transferred to another person without management approval.
- 2.3 Members are responsible for ensuring timely payments for recurring services.
- 2.4 Failure to use the gym facilities does not constitute grounds for a refund.

## 3. MEMBERSHIP CANCELLATION

- 3.1 Members who wish to cancel their membership must submit a **written cancellation request** via email or at the reception.
- 3.2 Cancellations apply to **future billing cycles** only.
- 3.3 Once a billing period has started, the member remains responsible for the full payment of that period.
- 3.4 No refunds will be issued for partial months or unused days within an active membership cycle.

## 4. CLASS PACKAGES & PERSONAL TRAINING SESSIONS

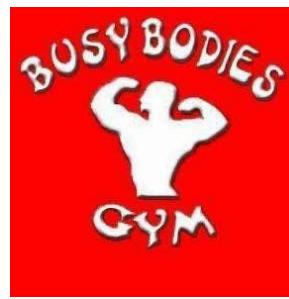
- 4.1 Payments for class packages, personal training, and specialized programs are non-refundable.
- 4.2 Purchased sessions must be used within the validity period stated at the time of purchase.
- 4.3 Trainers may reschedule with reasonable notice; however, Busy Bodies Gym does not guarantee the availability of a specific trainer.
- 4.4 Missed sessions without at least **12 hours' notice** will be considered used and are not eligible for refunds or rescheduling.

## 5. EVENTS, COMPETITIONS & SPECIAL PROGRAMS

- 5.1 Event entry fees (including Color Runs, Obstacle Races, Fitness Challenges, etc.) are non-refundable.
- 5.2 If an event is postponed, participants will be automatically moved to the new date.
- 5.3 If Busy Bodies Gym cancels an event due to unforeseen circumstances, participants will receive:
  - A full refund; OR
  - A credit transferable to a future event.
- 5.4 Participant cancellations are not eligible for refunds.

## 6. MERCHANDISE & PRODUCT PURCHASES

- 6.1 Merchandise purchases (apparel, accessories, branded items) may be exchanged within **7 days** of purchase ONLY if:



- Items are unused, unwashed, and in original packaging.
- The customer presents a valid receipt.

6.2 Refunds are only issued for defective products that cannot be replaced.

6.3 Supplements, beverages, and consumables are **not eligible** for return or refund.

## 7. ONLINE PAYMENTS & ERRORS

7.1 If an online payment is made in error, the customer must notify us within **24 hours** with proof of the transaction.

7.2 Verified duplicate payments will be refunded or credited to the customer's account.

7.3 Refunds for payment errors will be processed through the **same payment method** used in the original transaction.

7.4 Refund processing may take **5-14 business days**, depending on bank or processor timelines.

## 8. SERVICE DISRUPTIONS

8.1 In cases where the gym must close temporarily due to maintenance, safety concerns, public regulations, or emergencies:

- Memberships will be extended by the period of closure; OR
- Equivalent value will be credited for future use.

8.2 No cash refunds will be provided for temporary closures.

## 9. NO-SHOW POLICY

9.1 Failure to attend a booked class, session, or event without appropriate notice constitutes a no-show.

9.2 No-shows are **not refundable** and cannot be credited or rescheduled.

## 10. CONTACT INFORMATION

For any cancellation or refund enquiries, please contact:

### Busy Bodies Gym

Plot 107A President Avenue

Ndola, Zambia

**Email:** [info@busybodiesgym.com](mailto:info@busybodiesgym.com)

**Phone:** +260 97 777 8079

**Website:** [www.busybodiesgym.com](http://www.busybodiesgym.com)

## 11. AGREEMENT

Upon making any payment to Busy Bodies Gym, you acknowledge that you have read, understood, and agreed to this Refunds & Cancellation Policy.