

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.

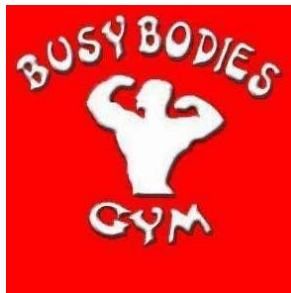
5.3 If Busy Bodies Gym cancels an event due to unforeseen circumstances, participants will receive:

- 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

Phone: +260 97 777 8079

Website: www.busbodiesgym.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.