**KIMMYJFITNESS CANCELLATION POLICY**

**BOOKING A COMMUNITY CLASS**

We operate our booking system through Bookwhen which is a well established and reliable booking site. Simply follow the link

<https://bookwhen.com/kimmyjfitness> to be taken to the KimmyJFitness booking page where all Kims current classes are listed. You will then need to book onto the classes you wish to take part in. If you are new there will be a Physical Activity Readiness Questionnaire & Liability Waiver Document that you will need to print off and bring with you to class.

You will need to make payment at the time of your booking which is currently on a pay as you go basis. We do operate waiting lists, if a class is fully booked simply click “join waiting list” & your name will be added and you will be notified if a space becomes available, again this is on a first come first serve basis so it is strongly recommended to book your places **ASAP** to to save disappointment.

\*When booking for your classes **please be sure to select the correct date and class type**

Payments when making your booking will be taken via **Stripe** which is a secure online payment portal which allows you to use a debit or credit card at checkout.

We no longer accept walk ins to classes all spaces **must be** booked and pre-paid for.

**BOOKING ESSENTIAL**

All classes operate via a booking system where you pay upon making a booking. Please note that classes can get busy especially at peak times so booking is essential for you to secure your place, we would strongly recommend to book ASAP to save disappointment or when you definitely know you can attend, bookings are also open until the class begins if you wish to book on last minute providing there is space left. Should you wish to cancel a class please adhere our cancellation policy. Classes are now capped for health and safety to ensure there is enough room to comfortably move.

**CANCELLATION POLICY**

We operate a **strict cancellation policy**. We do understand that things come up in everyday life that can change your plans but please be respectful that we are a business and that other participants could have your place. We **DO NOT** offer refunds on bookings & we **NO LONGER** offer transfers on bookings since COVID 19. Please be respectful of this.

**KIMMYJFITNESS ONLINE**

By subscribing to the website you are signing up for access to the online home workout library at a cost of £20.00 for **one month access** to our home workout library. We do not offer any refunds once payment is complete.

**CONTACT DETAILS:**

Facebook Page: Kimmy J Fitness – Fitness The Fun Way

Email: [kimmyjfitness@hotmail.com](mailto:kimmyjfitness@hotmail.com)

Contact number: 07724087516

**LOYALTY DISCOUNT ( once back to full capacity)**

For community classes we offer a loyalty discount for those who do back to back classes on the same day which you can select by booking your classes (please see these options when booking) all other classes run on a pay as you go basis.

Should you have any issues with your bookings please contact Kim via our social media page Kimmy J Fitness – Fitness The Fun Way.

Kim

Lead Instructor

KIMMYJFITNESS