

Victoria Frances Jackson

Great Harwood

Blackburn

BB6

07859 967787

victoriafrancesjackson@hotmail.com

REFUND POLICY

Last Updated 18th December 2021

Welcome to VFJ Pilates!

This policy outlines the rules and regulations regarding refunds by Victoria Frances Jackson (VFJ), VFJ Dance, VFJ Fitness, VFJ Pilates and VFJ Pilates's Website, located at www.vfjpilates.co.uk.

This Refund Policy was created with the help of Termly's Return and Refund Policy Generator and advice found at restrictcontentpro.com.

If you have additional questions or require more information about this policy, do not hesitate to contact us.

CONSENT

By using our website accessible from www.vfjpilates.co.uk, attending any sessions or interacting via any of our social media channels you hereby consent to our Privacy Policy and accept our Terms & Conditions, Refund Policy, safeguarding policies and all other policies. By participating in any exercise, you agree to our Exercise Disclaimer. By accessing any of our activities we assume you accept and consent to all our policies. Do not continue to use VFJ Pilates if you do not agree to take all the terms & conditions stated on these pages.

MONTHLY & WEEKLY MEMBERSHIPS PLANS

VFJ Pilates offers a 7-day free trial on all monthly and weekly membership plans, if you do not wish to continue after the 7 days then you must cancel your membership plan, via the website, on or before the end of the 7 days. Please be aware that although cancellation of a free trial is usually with immediate effect, sometimes the payment may still be processed if left to the last minute. It's best to give a day's notice to cancel to ensure no payment is taken.

Monthly and weekly memberships on the VFJ Pilates website can be cancelled at any time. Once a plan is cancelled you will continue to have access to your content up until your next renewal date. When a pricing plan is cancelled it is usually with immediate effect, however, please be aware this is not always the case. To be sure the next payment is not processed it is best to cancel at least 24 hours prior to the renewal date, for example if your renewal date is the 10th and you cancel on the 9th there is chance the next payment will still be processed and you will continue to have access for the following month, however if you cancel on the 8th then the next payment will be stopped.

If you'd like a refund for the unused portion of your membership you must first cancel your plan then please contact us.

If you do not cancel your plan the payment will still be processed at your next renewal date.

ONLINE ON DEMAND WEBSITE COURSES/PROGRAMMES

All online on demand courses purchased via the VFJ Pilates website must be cancelled by contacting us.

Online on demand courses/programmes do not have a 7-day free trail. They are paid for up front for a set number of weeks and the price is worked out per week. A refund can only be requested and issued for the unused portion of the course/programme. The unused portion of your course/programme will be calculated using the date of your email to us to request the refund and is determined by the day on which you purchased your course, for example, if you purchased on a Monday your week then begins on a Monday and that can be thought of as your renewal day each week. When cancelling you will only be refunded for your unused weeks therefore, for example, if you cancel in the third week on a Tuesday, or a day after your renewal date, you will receive a refund for the following three weeks not the week you are currently on. If you cancel in the second week on a Friday, or the day just before your renewal day then you will receive a refund for the remaining four weeks. If you cancel on a Monday, or on your renewal day, then the current week may be refunded at our discretion.

LIVE ONLINE AND FACE-TO-FACE COURSES/PROGRAMMES

All live online or face-to-face courses/programmes must be cancelled and a refund requested by contacting us.

1

Each session of any live online or face-to-face course is considered the start of the week of the course/programme.

Any live online or face-to-face course/programme can be cancelled, transferred or re-arranged up to 24 hours before the commencement of the first session of the first week of the course/programme. If 24 hour's notice is not given the course/programme cannot be transferred or re-arranged. If you wish to cancel without 24 hour's notice prior to the start of the course/programme the first week will be classed as a 'missed' week and you will be refunded the remaining portion of the course.

When you sign up for a live online or face-to-face course/programme with VFJ Pilates you agree to attend all sessions/weeks. Unfortunately, after the commencement of the first session for the first week of the course/programme, any missed weeks cannot be refunded, transferred or repeated unless at our discretion. A week is considered a 'missed' week if you are unable to attend the live online or face to face session for the week for whatever reason and regardless of you notifying us.

A live online or face-to-face course/programme is paid for up front for a set number of weeks and the price is worked out per session/week. A refund can only be issued for the unused portion/weeks of the course/programme. The unused portion/weeks of the course/programme is determined by how many live or face to face sessions have been provided by VFJ Pilates. Each session provided, regardless of attendance, equals one week of the course/programme so if the session has already occurred, even if you have not attended, then that portion/week of the course/programme cannot be refunded. For example, if you request a refund and cancellation of the course/programme during your third week and the session for that week has already taken place, regardless of your attendance, you will only receive a refund for the remaining three weeks not the current week. If you make your request any time before the session for the week takes place you will be refunded that week. If you make your request whilst that week's session is in progress, then that week may be refunded at our discretion.

In the event of any illness or reason that results in the customer/client being unable to attend any face-to-face session of a course/programme the session/week can automatically be transferred to live online via zoom at our discretion, either at the same day and time as already booked or at another mutually convenient day and time, usually within three days of the original day and time. If neither of the above alternatives are possible, even if 24 hour's notice has been given, the week will be considered a 'missed week' and cannot be refunded.

In the event of any illness that results in the customer/client being unable to attend any live online session/week of a course/programme the session/week can ONLY be transferred to another mutually convenient day and time if the customer/client is the only one attending the course/programme or at our discretion otherwise it will be classed as a 'missed' week and cannot be refunded.

In the event of instructor illness any face-to-face or live online sessions will be transferred to another mutually convenient day and time or added to the end of the course/programme.

1-2-1 & SMALL GROUP TRAINING

All sessions delivered live online via zoom or in The Studio must be pre-booked and paid for prior to the session taking place. 24 hour's notice is needed to cancel or re-arrange all sessions. If not, the session must still be paid for regardless for the reason for the missed session.

OTHER INFORMATION

If you paid for your monthly membership, weekly membership or online on demand course via Wix payments or PayPal then the refund will not include the transaction fee.

Please allow 30 days from the date of your refund request for your refund to be processed.

COVID 19

In the event of another lockdown or event similar to Covid 19 that results in face to face activities unable to proceed all booked courses/programmes and session/s will automatically be transferred to live online via zoom at the same day and time as previously booked or at another mutually convenient day and time at our discretion. If this is not possible for either party, then you will receive a refund for the unused portion/weeks of your course/programme or session/s.

UPDATING THIS STATEMENT

Victoria Frances Jackson may update this refund policy by posting a new version on this website. You should check the website regularly to ensure you are familiar with any changes to these terms and conditions.

Sincerely,

VICTORIA JACKSON

Owner

2