



Cancellation, Payment & Membership Policy

Registration & Payment

- Your registration is only considered confirmed once payment has been received through approved payment methods.
- **Payment is required to reserve your spot.**
If you are registered for a class but have not yet paid, your spot is **not guaranteed** and may be released if the class is nearing capacity to allow space for participants who have paid.

Class Cancellation Policy (Drop-Ins & Class Packs)

- You must cancel your class **at least 12 hours before class start time** to retain your class credit.
- If you cancel **before the 12-hour cutoff**, your class credit will be returned to your account and may be used to book any future class, subject to availability.
- If you cancel **within 12 hours of class start time** or do not attend, the class is considered used and **no credit will be returned**, regardless of whether payment was made as a drop-in or through a class pack.

No-Show Policy

- Failure to attend a registered class without canceling prior to the 12-hour window is considered a no-show and results in forfeiture of that class credit.
- Repeated no-shows may result in restricted booking privileges at FULL OUT Movement's discretion.

Monthly Membership Policy

- Monthly memberships are billed automatically on a recurring basis, the 1st of each month.
- To cancel your membership for the following month, you must provide **at least 72 hours' notice before your next billing date**.
- If you cancel after a new billing cycle has begun, there are **no refunds for that month**, and your membership will remain active through the end of the paid period.
- You may continue attending classes until the end of your current billing cycle after cancellation.
- If you begin a monthly membership in the middle of a month, your first payment may be prorated at FULL OUT Movement's discretion. All future billing cycles will be charged at the full monthly rate.
- **Memberships do not guarantee a spot in any specific class.** Advance registration is still required, and all classes are subject to capacity limits.

Promotional / Locked-In Rates

- **Special or promotional membership rates** remain valid **only while your membership remains active and uninterrupted**.
- If you cancel, pause, or allow your membership to lapse for any reason, you must rejoin at the **current standard monthly rate**.
- **Special or promotional class pack rates** are valid only during the specific promotional period and apply to **that single purchase only**.

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- Promotional class pack pricing does not apply to future purchases and cannot be retroactively applied to past or future transactions.
- Promotional rates are non-transferable and may not be combined with other offers unless explicitly stated.

Refund Policy

- **All sales are final. FULL OUT Movement does not offer refunds for any reason, including but not limited to:**
 - Missed classes
 - Late cancellations
 - Unused class packs
 - Membership payments
 - Schedule changes
 - Personal scheduling conflicts
 - Illness, work obligations, or travel
- No refunds will be issued under any circumstances.

Class Pack Use & Expiration

- Class packs are for individual use only and are **non-transferable**.
- Class packs must be used by the participant who purchased them.
- 5-bundle class packs are valid for 60 days, unless otherwise stated at time of purchase.
- 10-bundle class packs are valid for 90 days, unless otherwise stated at time of purchase.
- Expired class credits will not be reinstated or refunded.

Late Arrival Policy

- Participants are expected to arrive on time.
- Late arrivals may be denied entry if class has already begun and entry would be disruptive or unsafe.
- Late arrival still counts as a used class and is not eligible for refund or credit.

Class Cancellations by FULL OUT Movement

- In rare cases, classes may be canceled due to instructor illness, facility issues, or unsafe conditions.
- If FULL OUT Movement cancels a class, your class credit will be returned or applied to a future class.
- No cash refunds will be issued for canceled classes.

Waitlist Policy (If Applicable)

- If you are moved into a class from the waitlist, you are subject to the same 12-hour cancellation policy.
- It is the participant's responsibility to monitor registration status and cancel if no longer able to attend.

Studio & Facility Rules

- All participants must follow the policies of the studio or facility where class is held, including footwear and floor protection requirements.
- Failure to comply with facility rules may result in removal from class without refund or credit.

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Transfers, Conversions & Product Changes

- Purchases may not be transferred between product types. This includes, but is not limited to:
 - Monthly memberships
 - Class packs (5-class or 10-class)
 - Drop-in class purchases
- Class packs cannot be converted into memberships, and memberships cannot be converted into class packs.
- Unused class pack credits cannot be applied toward membership payments, and membership payments cannot be applied toward class pack purchases.
- FULL OUT Movement does not offer “pay the difference” upgrades between class packs or between class packs and memberships.
- Participants who wish to switch to a different product type may do so after completing or allowing expiration of their current purchase, at which time a new purchase may be made at the current listed rates.

Payment Disputes & Chargebacks

- Initiating a payment dispute or chargeback for services already rendered or in violation of these policies may result in:
 - Suspension of booking privileges
 - Removal from future classes
 - Requirement of prepayment for all future services

Policy Acknowledgment

- By registering for a class, purchasing a class pack, or enrolling in a membership, you acknowledge that you have read, understood, and agree to all FULL OUT Movement policies.