

Balance health and fitness terms and conditions

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The term 'Balance health and fitness' or 'us' or 'we' refers to the owner of Balance health and fitness and the website whose registered office is Upper Farm Cottage, Claypits, Eastington, Gloucestershire, GL10 3AJ. The term 'you' refers to the user of our services or viewer of our website. The term 'Balance health and fitness' also includes 'Balance dance'.

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Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Cancellation Policy

The following covers Balance health and fitness (and Balance dance) rights and your rights to cancel any services we offer.

Our rights

We reserve the right to cancel our services at any time at our discretion. If we cancel a service after you have paid in full then you will be entitled to a refund on a pro-rata basis depending on the length of that service.

Payment for any service is to be made in advance of that service commencing at the agreed price in full (or as per agreed payment instalments). Payment can be made by either cash, credit/debit card, bank transfer or cheque. If you pay by cheque then any service will not commence until the cheque is cleared to our account.

We will endeavour to carry out our services on the date and time and at the agreed location. However, from time to time this may not be possible for various reasons. If we cannot provide you with this service we will contact you to let you know as soon as possible and you will not be charged for that part of the service. We will offer you an alternative date, time or location at the previously agreed price which you are not obliged to accept.

Your rights

You are entitled to cancel our services at any time at your discretion. If you cancel a fitness or weight loss service after you have paid for a number of sessions/lessons in advance then you will be entitled to a refund on a pro-rata basis depending on the length of that service based on the full cost per session.

If you cancel a personal training session or dance lesson within 24 hours of that session taking place then we reserve the right to charge you in full for this session.

If you cancel dance/cheerleading classes after you have paid for a term in advance then you will not receive a refund as we will be unable to fill your space during a term (unless in circumstances considered exceptional by Balance health and fitness).

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