



## **Refund Policy; Programs, Bootcamps, Challenges, Classes, and Workshops**

Effective Date: October 23, 2023

At More Than Fitness, we are committed to helping you achieve your fitness and nutrition goals. We believe in the effectiveness of our programs and services, and we want you to experience the benefits of our offerings. However, we also understand that circumstances may arise that require you to request a refund. Please review our refund policy to understand the terms and conditions governing refunds for our programs, bootcamps, challenges, classes, workshops, and other services.

### **1. Refund Eligibility:**

1.1. Programs, Bootcamps, and Challenges: - Full refunds will be provided if requested within 3 days from the start date of the program or challenge. - After the initial 3-day period, depending on the program, bootcamp and challenge, a partial payment may be issued within the first 7 days from the start of the program, after the first 7 days, no refunds will be issued, but you may be eligible for a credit to be used for future More Than Fitness services.

1.2. Classes, Workshops, and Single Sessions: - Full refunds will be provided if requested at least 24 hours before the scheduled start time. - Refund requests within 24 hours of the scheduled class, workshop, or session will not be honored.

### **2. Refund Process:**

2.1. To request a refund, please send an email to [coachingmtf@gmail.com](mailto:coachingmtf@gmail.com) with the subject line "Refund Request - [Your Name]." In your email, include your full name, contact information, the name and date of the program, bootcamp, challenge, class, workshop, or session for which you are requesting a refund, and a brief explanation for your request.

2.2. All refund requests will be reviewed within 5 business days, and we will notify you of the decision via email.

### **3. Credit Policy:**

3.1. If you are not eligible for a refund but have extenuating circumstances that prevent you from completing a program, bootcamp, challenge, or class, you may be eligible for a credit. Credits can be applied to future More Than Fitness services.

### **4. Cancellation and Rescheduling:**

4.1. More Than Fitness reserves the right to cancel or reschedule programs, bootcamps, challenges, classes, workshops, and sessions as necessary. In the event of a cancellation, participants will receive a full refund.

### **5. Non-Transferable:**

5.1. Refunds and credits are non-transferable and can only be applied to the individual who originally purchased the service.

### **6. Contact Information:**



6.1. For questions or concerns related to our refund policy, please contact us at [coachingmtf@gmail.com](mailto:coachingmtf@gmail.com)

We reserve the right to modify or amend this refund policy at any time. Please check our website or contact us for the most up-to-date information regarding our refund policy.

By participating in More Than Fitness programs, bootcamps, challenges, classes, workshops, or sessions, you acknowledge that you have read, understood, and agreed to the terms and conditions of this refund policy.

Thank you for choosing More Than Fitness. We look forward to empowering women through fitness, nutrition, wellness, and accountability.