

Effective as of November 26, 2020

### **BOOK ONLINE**

All classes / class cards and subscriptions can be booked online

- Unlimited max 14 days in advance booking.
- There is a maximum on the number of bookings that can be made online per class.

After purchasing memberships and / or subscriptions online, you can pick up your membership card on your first visit to the studio. A photo will be taken of you for identification. All classes booked online must be "checked in" at the desk before the start of the class on presentation of your membership card. If you are unable to hand over your membership card, the right to participate in the class will lapse and the administration of the class will be handled according to the rules set out below in "cancel online".

### **CANCEL ONLINE**

The customer must cancel the class themselves in their personal online profile, (under 'My Classes you will see the 'cancel' button behind the booked class.)

- If you have booked a class with **your subscription**, you can cancel the class **up to 4 hours** before the start of this class. If you cancel too late or you do not show up and you've blocked a spot in the class for somebody else to participate, we charge € 10,- penalty. This € 10.- is automatically debited with the next installment payment. If you are charged 3 or more penalties in a payment term, you will be blocked and removed for 14 days in our reservation system.
- If you have booked a class with **a class-card**, you can cancel the class **up to 4 hours** before the start of this class. If you cancel too late or you do not show up, you have lost the class.

### **BOOK IN THE STUDIO AT THE FRONT DESK**

All classes / class cards and subscriptions can be purchased at the front desk

- single classes for the same day only
- only pin payments possible (debit card, no credit card)
- there is a maximum on the number of students per class