

# The Unity Centre refunds policy

This policy forms part of any purchase or service agreement between you (the purchaser) and us (Unity Lewes CIC trading as The Unity Centre). In this policy

- “appointment” is the time period allocated to any service provided by us and paid for by you including, but not limited to, a booked session with any Unity therapist or practitioner, a booked float or sauna session, and a booked place at any Unity class, Pilates Studio class, Unity workshop or other event provided by us, AND
- “refund” is the partial or complete return of funds to your bank account or credit/debit card account and does not include the return or crediting of funds to a Unity account.

**1. You may make a claim for a complete or partial refund if**

- a. we cancelled or postponed your appointment or we reduced your appointment’s duration by an amount that we agree was unacceptable or we sold you an item of goods that is faulty or not fit for its described purpose AND
- b. we have been unable to provide you with a suitable alternative, which may include an offer of credit for the same amount to be placed in your Unity account for future use.

**2. We will not refund you if your claim arises because**

- a. you missed an appointment OR
- b. you were late for an appointment by more than 5 minutes or by more than the grace period for that appointment if such a grace period was explicitly stated by us OR
- c. you did not give us the required notice of cancellation or postponement of an appointment, such notice as stated on our website and in the appointment confirmation email from us to you

UNLESS a genuine medical or health emergency, or other genuine emergency of similar gravity, rendered you unable to attend your appointment and unable to give us the required notice of cancellation or postponement.

- 3. In exceptional cases, despite what is laid out in clause 2 above, a Unity manager may agree – at their own discretion and without establishing precedence – to provide a whole or partial refund. However, if such a discretionary refund is for more than £50, we will deduct from it a £5 refund administration fee. This is a fair, small charge intended to offset any service charge or commission we incur for processing your payment and refund, plus the staff time taken to manage your purchase and refund claim. The manager may waive the refund administration fee if they consider, at their own discretion and without establishing precedence, that the particular circumstances of the case do not warrant it.**

- 4. We will not provide a refund and managers will not consider a discretionary refund**
  - a. to anyone other than the original payer OR
  - b. for any gift card or gift voucher OR
  - c. to any studio member or spa member for any period of unexpired membership except as stated in that member's terms of membership OR
  - d. where your payment was not made directly to us or our provider Mindbody Inc OR
  - e. where we took payment on behalf of a third party supplier for a service, event or goods not provided by us even if provided on our premises.
- 5. Any refund agreed by us will only be made directly to the payer's bank account or credit/debit card account and may only be made by one of our managers at their discretion.**

Please note that

  - a. we are unable to provide cash refunds
  - b. we are only able to make a refund to the account of the person who originally paid
  - c. our staff other than managers are not able to agree, approve or process refunds.

Your rights under the Consumer Rights Act 2015 remain and are not affected by this policy.

This version of this policy is dated 7 January 2025. We reserve the right to change any aspect of this policy at any time without informing you.