

# **STEP IT UP TERMS AND CONDITIONS**

## **CANCELLATIONS**

### **BY THE CUSTOMER**

In the event that you need to cancel a booking we require 24 hours notice. Failure to provide 24 hours notice means that there is zero refund available. Notice of 24 hours or more means that a 100% refund is available.

### **BY STEP IT UP**

It is unlikely that we have to cancel a session but should such a situation arise we will make all reasonable effort to contact attendees. Our primary method of contact will be via the email address supplied when signing up. If we have to cancel an event we will offer you either a transfer to another suitable date or a full refund.

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