



WALX IN THE FOREST; Bookings, Payments & Cancellations Rules

BOOKINGS

All activities, classes, courses and events are available to book on-line on exercise-anywhere.com. You are required to book these activities in advance to secure your place and to ensure the health and wellbeing of you and all other participants. Your local activities can be found online at walxintheforest.co.uk under Walks & Classes.

PAYMENT

Depending on your payment plan (Pay and Play, Pre-paid package, Monthly Payment Plan), some or all activities will be included and be free of charge (“Included Activities”) and some or all will not be included and will be chargeable (“Non-Included Activities”).

All bookings must be made in the name of the participant. All participants must be a minimum of 18 years of age. Bookings are not transferable between customers.

CANCELLATIONS

To cancel a booking before 24 hours of the booking start time, we recommend that you go online at walxintheforest.co.uk and cancel your booking there. If you are unable to cancel online, you must cancel by calling your instructor on **07919 194322**. Any booking can be cancelled **without penalty within 14 days from the date** it was booked **unless** the activity is scheduled to take place within 14 days from the date of booking, in which case the Cancellation Fees set out in Schedule 1 will apply.

Subject to the discretion of your instructor, a ‘Late Cancellation’ charge and ‘No Show’ charge will apply where the cancellation conditions set out below are not met. The charge incurred for each occurrence is **full walk price**.

For a late cancellation please contact you instructor on janet@walxintheforest.co.uk or **07919 194322**. Do not cancel online.

Schedule 1. Cancellation Fees

Time Cancellation made	Monthly and Pre-paid plan Included Activity	Pay and Play Non-Included Activity
Early Cancellation – cancellation made 24 hours or more before the activity start time. Cancel online.	No charge	Activity fee refunded or credited
Late Cancellation – cancellation made less than 24 hours before the activity start time. Contact Instructor.	Late Cancellation charge	No refund or credit
No Show	No Show charge	No refund or credit