

# Dimitrios Tsarouchis Academy

## Booking Policy

### 1. Policy for Individual Sessions

#### 1.1 Payment and Confirmation:

- Individual sessions must be paid in advance to secure the booking.
- Payment can be made through our online payment system or in-person at our academy.
- Once payment is received, you will receive a confirmation email with details about the session.

#### 1.2 Cancellation and Refund:

- Cancellations made at least 48 hours before the scheduled session will receive a full refund.
- Cancellations made within 48 hours of the session will not be eligible for a refund.
- Rescheduling may be possible depending on availability, and a rescheduling fee may apply.

#### 1.3 Attendance:

- Please arrive on time for your session. Late arrivals may result in a shortened session duration.
- If you cannot attend a session, please inform us in advance.

#### 1.4 Missed Sessions:

- Missed sessions without prior notice will not be refunded or rescheduled.

#### 1.5 Session Changes:

- Changes to the session date or time may be accommodated based on availability and with advance notice. A fee may apply.

## **2. Policy for Bundles and Memberships:**

### **2.1 Payment:**

- Bundles and memberships can be purchased online through our website or in-person at our academy.
- Payments for bundles and memberships are non-refundable.

### **2.2 Duration and Usage:**

- Bundles and memberships have a specific duration (monthly, quarterly, or yearly) and are valid only during that period.
- Unused sessions within a bundle or membership period cannot be carried forward or refunded.

### **2.3 Booking Sessions:**

- Members are responsible for booking their sessions in advance through our scheduling system.
- Sessions are subject to availability, and it's recommended to book well in advance, especially during peak times.

### **2.4 Cancellation and Rescheduling:**

- Cancellations made at least 48 hours before the scheduled session will not result in a penalty.
- Cancellations within 48 hours of the session may result in the deduction of the session from the bundle. For membership owners, cancellations within 48 hours of the first session will result in the deduction of a percentage of the membership's fee.
- Rescheduling may be possible depending on availability, and a rescheduling fee may apply.

### **2.5 Membership Renewal:**

- Memberships are set to auto-renew at the end of the membership period unless the member chooses to cancel.
- Renewal charges will be automatically processed using the payment method on file.

## **2.6 Membership Termination:**

- Memberships can be terminated by the member with notice before the renewal date.
- Termination requests should be sent in writing.

## **2.7 Session Transfer:**

- Sessions within a bundle or membership cannot be transferred to non-members or used beyond the membership period.
- By adhering to these policies, we aim to provide a fair and consistent experience for all our valued customers. If you have any questions or concerns, please feel free to contact us.

## **3. Fees:**

- Rescheduling fee (individual sessions): 100% of the session's fee. This also applies for any individual session as part of a bundle.
- Membership cancellation fee: Tier 1 = 75%, Tier 2 = 50%, Tier 3 = 25%.