



Refund & Cancellation Policy

Cancellation by the Trainee

If a trainee chooses to cancel their place on a Pilates Teacher Training Institute (PTTI) training, the following refund policy applies:

- **More than 90 days before the training start date:** 70% of payments made will be refunded.
- **Between 60 and 90 days before the training start date:** 40% of payments made will be refunded.
- **Within 60 days of the training start date:** No refund will be provided.

Any deposit paid to secure a place is non-refundable, subject to the trainee's statutory consumer rights.

Transfers

Requests to transfer a booking or payment to another PTTI training due to exceptional circumstances will be considered on a case-by-case basis and are subject to availability.

Any approved transfer must be confirmed in writing by PTTI.

Cancellation or Changes by PTTI

PTTI training courses require a minimum of **8 participants** to proceed.

If PTTI cancels a training or workshop, trainees will be offered either:

- A transfer to an alternative suitable training; or
- A refund of payments made for the cancelled training.

PTTI is not responsible for travel, accommodation or other expenses incurred by trainees as a result of a cancellation, postponement or change, except where otherwise required by law. We recommend that trainees do not book non-refundable travel or accommodation until their training has been confirmed.

Where circumstances outside PTTI's reasonable control affect a training, PTTI will make reasonable efforts to provide an appropriate alternative arrangement.

Withdrawal After Training Has Commenced

Once a training has commenced, course fees are non-refundable where a trainee chooses to withdraw for personal reasons, subject to their statutory consumer rights.

Where a trainee is unable to continue due to illness, injury or exceptional circumstances, PTTI may consider a transfer to a future training, subject to availability. Supporting documentation may be requested.

Removal from Training

PTTI reserves the right to remove a trainee from a training where there is serious or repeated misconduct, including behaviour that:

- Disrupts the training or learning of other trainees.
- Is threatening, discriminatory, abusive or inappropriate.
- Compromises the safety or wellbeing of tutors, staff or other trainees.
- Seriously or repeatedly breaches PTTI or training venue policies.

Where possible and appropriate, concerns will be raised with the trainee before removal from the training. Any refund in these circumstances will be considered in accordance with applicable consumer law and the circumstances of the case.

Statutory Rights

Nothing in this Refund & Cancellation Policy affects a trainee's statutory consumer rights.