



## ***CANCELLATION POLICY***

- Big Bag Training operates a policy that sessions missed or cancelled with less than 8 hours' notice are normally non-refundable or transferable.
- Sessions cancelled by you with more than 8 hours notice can be rescheduled.
- This policy **excludes sessions missed due to any long term condition you experience which significantly impacts on your daily life**. If this applies to you we can reschedule any session as needed.
- Having said all of the above, I recognise that 'life happens' and reserve the right to apply full discretion on a case-by-case basis.
- If your booking is cancelled due to unforeseen circumstances by me, I will reschedule it to our mutual convenience at the earliest possible opportunity.