

PILATES ITC

| CONTINUING EDUCATION |

## EVENT CANCELLATION POLICY

The Pilates ITC Continuing Education cancellation policy is defined against event-delivery format: digital or in-Studio.

The cancellation window for all event types is *24-hours before the scheduled start* of the event; cancellation must be documented via email to [info@pilatesitc.edu.au](mailto:info@pilatesitc.edu.au) within this time frame.

In extreme or extenuating circumstances, the Pilates ITC Directors may review this policy on individual basis, at their discretion.

Please be mindful that in-Studio events and some sold-out digital events have limited capacity. If you anticipate you will not attend, please notify Administration at your earliest possible convenience.

### ***Recorded Event Cancellation***

Recorded digital/Zoom format events are *non-refundable*. Attendees will have access to a recording of the live stream after the date of the event. Administration issues the link to this recording regardless of attendance of the live stream.

### ***In-Studio and Live-Only Online Event Cancellation***

Cancellation of in-Studio and live-only Online Continuing Education events need to be documented with Administration via email: [info@pilatesitc.edu.au](mailto:info@pilatesitc.edu.au) 24-hours before the scheduled event date to be eligible for full refund in credit. You may use credit towards future CE events; and credit has a 12-month expiry.

If you do not cancel via email within the appropriate window, you will lose the payment for the event.