

Payment, Refund & Cancellation Policy

Love Yourself Wellness, LLC

Updated: September 2026

This policy outlines how payments, cancellations, refunds, and credits are handled for all classes, coaching sessions, wellness programs, and herbal products offered by Love Yourself Wellness, LLC (“we,” “us,” or “our”). By booking or purchasing with us, you agree to the following terms.

1. Payments

- All payments must be made **in full at the time of booking or purchase**.
 - We accept major credit/debit cards and online payments through our website.
 - Prices are subject to change without notice.
 - Promotional pricing (sales, discounts, bundles) is honored only during the active promotional period.
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2. Refund Policy

All sales are final.

We do not provide refunds for:

- Classes
- Personal training sessions
- Coaching programs
- Packages
- Memberships
- Digital products
- Herbal beverages and wellness products

This includes missed classes, schedule conflicts, and unused sessions.

Exceptions

- **Herbal products:** If you receive a product that is damaged or unsatisfactory, we will **replace it promptly** at no additional cost.
- **Website or processing errors:** If a duplicate charge or billing error occurs, we will correct it immediately.

3. Class & Session Cancellation Policy

To keep scheduling fair and consistent for all clients, the following cancellation rules apply:

General Classes (Zumba, Twerkout, Booty-Camp, etc.)

- Cancellations must be made **no later than the day before class** through the website.
- If canceling outside that window, you must **contact the instructor directly** to request a transfer.

Late Cancellations & No-Shows

- Canceling less than **2 hours** before class time or failing to attend without contacting us is considered a **no-call/no-show**.
- A **\$10 no-call/no-show fee** will be charged.

This policy ensures fairness and protects limited class spots.

4. Transfers & Credits

We do not offer refunds, but we *do* offer flexibility:

- Missed classes that meet the cancellation policy may be **transferred** to another class.
- Transfers are valid for up to **21 days** from the original class date.
- Credits cannot be extended beyond this timeframe.
- Credits are non-transferable between individuals unless previously approved.

5. Personal Training & Coaching Cancellations

- Sessions must be canceled **at least 24 hours in advance**.
- Late cancellations (under 24 hours) result in forfeiture of the session.
- No-shows count as used sessions and cannot be rescheduled.

6. Memberships & Packages

- All memberships, bundles, and packages are final sale.

- Unused sessions within a membership cycle do not roll over unless otherwise noted.
 - Memberships must be canceled before the next billing cycle to avoid renewal charges.
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7. Workshop, Webinar & Special Event Policies

- All ticketed or prepaid events are **final sale**.
 - If the event is canceled or rescheduled by Love Yourself Wellness, LLC, attendees will receive:
 - A transfer to the new date, or
 - A credit toward another service of equal or lesser value.
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8. Cancellations by the Instructor

If a class, session, or event is canceled by Love Yourself Wellness, LLC due to emergency, illness, weather, or low enrollment:

- A credit or transfer will be offered.
 - No additional fees apply.
 - Refunds may be issued **only in extreme circumstances** where no alternative solution is possible. If Love Yourself Wellness, LLC (or its representatives) must cancel a class or event **and** a reschedule or postponement is not possible due to factors outside of our control (such as emergencies, facility issues, or severe weather).
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9. Digital Products

All digital items (PDFs, ebooks, online programs, downloads) are:

- Final sale
- Non-refundable
- For personal use only

Purchases are delivered electronically, and technical issues will be resolved promptly.

Contact Information

For questions, cancellations, or transfers:

Love Yourself Wellness, LLC

Email: loveyourselfwithrose@gmail.com

Phone: 484-918-0665

Mailing Address: 632 N 2nd St; FRNT #1276
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