

# Victorious Gym

## **Cancellation and Refund Policy**

### **Victorious Gym**

Effective Date: 19 February 2026

This policy outlines cancellation terms for Victorious Gym memberships.

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#### **1. Minimum Term Commitment**

Memberships are agreed for a minimum term.

Members are responsible for completing the agreed term.

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#### **2. Notice Period**

A minimum of 21 - 30 days written notice is required to cancel a membership.

Notice must be submitted via:

- Email, or
  - Official cancellation form
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#### **3. Early Cancellation**

If cancelling before the minimum term ends:

Members are responsible for paying:

- 50% of the remaining contract balance after the 30-day notice period

This amount may be paid:

- In full, or
  - Via agreed payment plan
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#### **4. No Refund Policy**

Victorious Gym does not provide refunds for:

- Change of mind

- Non-attendance
  - Unused time
  - Failure to attend classes
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## **5. Medical Cancellation**

In cases of serious injury or medical condition:

Victorious Gym may consider cancellation upon receiving:

- Medical certificate
- Written request

Approval is at management discretion.

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## **6. Suspension Alternative**

Membership suspension may be offered instead of cancellation where appropriate.

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## **7. Outstanding Payments**

All outstanding balances must be paid upon cancellation.

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## **8. How to Cancel**

Cancellation requests must be submitted in writing via:

[DIRECT LINK TO CANCELLATION FORM](https://form.jotform.com/250147719522052) (https://form.jotform.com/250147719522052)