



Cancellations Policy - Tiger Pit CrossFit

Late Cancellations

Please note that once you have booked an appointment with us it means that we have reserved time in our schedule exclusively for you. **If you cancel your appointment less than [2.5 hours] before it is scheduled to take place, you will be subject to a penalty charge of £10.**

To avoid a cancellation fee, please provide cancellation notice at least [2.5 hours] prior to your appointment.

Please note that a late cancellation will be applied whether or not the class is full. We ask that you please plan your sessions prior to the late cancellation window to avoid the charge.

If the reason for your cancellation is a valid reason then you may appeal your charge by emailing us at [info@tigerpitcrossfit.com], where we will respond accordingly.

No Shows

Failure to attend an appointment with us will result in a 'No Show' charge being applied to your account. **The penalty for a no show is a charge of £15.**

If you have been incorrectly charged for a no-show then again you can appeal this charge by emailing us at [info@tigerpitcrossfit.com]. It is important to note that you have 24 hours after the class to appeal before the penalty is applied.

Sickness or being unwell

If prior to your class you feel ill or unwell, then we advise you to rather take yourself off the class than avoid a late cancellation penalty. There is more than enough space on each class to book before the class starts and if there isn't we will do our best to make more space available.

The Late Cancellation window for each class

The WODBoard Timetable allows customers to book and amend classes at any time of the day. Please note that there is an overnight late cancellation window from 21:00 to 05:30. Cancellations made during this time will be considered a late cancellation. With this in mind, the late cancellation for each class can be found below.



Class Time	Late Cancellation Window
05:30	Before 21:00*
06:00	Before 21:00*
06:30	Before 21:00*
07:00	Before 21:00*
09:30	07:00 - 09:30
12:30	10:00 - 12:30
18:00	15:30 - 18:00
19:00	16:30 - 19:00
07:00 (Saturday)	Before 21:00*
08:00 (Saturday)	05:30 - 08:00
09:00 (Saturday)	06:30 - 09:00
10:00 (Saturday)	07:30 - 10:00
OPEN GYM	2.5 hours before the slot begins

*Overnight Late Cancellation period begins at 21:00 and ends at 05:30