Template from MOTVIVO · motvivo.com/guides/late-cancellation-policy/

Replace everything in grey [brackets], delete what doesn't apply, and have a local lawyer check it before you use it.

Our cancellation and no-show policy

Our classes are small, and many have a waitlist. When you book, you're holding a spot someone else would love to have. So we ask:

Cancel at least [12] hours before class. You can cancel in the booking app any time before then, free of charge. Your credit or class goes straight back to you, and your spot goes to the next person on the waitlist.

Late cancellations (less than [12] hours before class): with a class pack, the credit is used. With a membership that has a monthly limit, the class counts towards it. With an unlimited membership, [a late-cancellation fee of €__ applies / it counts as a no-show].

No-shows (booked, didn't come, didn't cancel): with a class pack, the credit is used. With a membership, [a no-show fee of €__ applies / after [2] no-shows in a month, new bookings are paused for [__] days].

Running late? Please let us know. After [5] minutes we may give your spot to someone waiting, for your safety and out of respect for the class.

Life happens. If you're ill or there's an emergency, talk to us. We'd rather you stay home and get well.

This policy applies to everyone in the same way. Thank you for helping us keep classes full and fair.
[Studio name]