

Cancellation & Refund Policy – Staunch.fit

Effective Date: 15-04-2025

Last Updated: 15-04-2025

1. Purpose

This **Cancellation & Refund Policy** governs the rules related to session cancellations, rescheduling, grace periods, plan freezing, and refund eligibility on the Staunch.fit platform. It ensures fairness to both users and Trainers while maintaining operational integrity. By using the Staunch.fit platform, you agree to abide by this policy.

2. Session Cancellation and Rescheduling

2.1 User-Initiated Cancellations

- Users must cancel sessions at least **12 hours before the scheduled time**.
- Cancellations made with **≥12 hours' notice** will be marked as **eligible for rescheduling**.
- Cancellations made **within 12 hours** of the scheduled time or **missed sessions** will be treated as **lapsed** and will **not be rescheduled or compensated**.

2.2 Rescheduling Within Grace Period

Eligible cancellations must be rescheduled within the original validity of the subscription or within the applicable grace period as shown below:

Plan Duration	Grace Period Allowed
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1 Month 1 Week

3 Months 4 Weeks

- If the grace period has been exhausted, any unused or eligible sessions that remain unutilised will be marked as **lapsed**.

2.3 Trainer-Initiated Cancellations

- If a Trainer cancels a session, **the session will be rescheduled regardless of user grace period status**.
- Such sessions are **always eligible for rescheduling**

2.4 Plan Freezing

- Users may request a **freeze on their subscription** (due to travel, medical issues, etc.).
- While freezing pauses the active plan duration, **it does not extend the grace period**.
- All rescheduling must still occur **within the original plan duration + grace period**.

3. Refund Policy

3.1 General Policy

Staunch does **not offer refunds** for:

- Dissatisfaction with the trainer or sessions,
- Lack of usage due to personal reasons,
- Changes in availability or preferences.

Refunds are strictly limited to valid exception scenarios as described below.

3.2 Valid Refund Exceptions

Refunds may be considered in the following situations:

- **Medical incapacity**, supported by a valid doctor's certificate.
- **Other critical emergencies**, subject to case-by-case review and valid supporting evidence.

To be eligible:

- The refund request must be sent via email to the official support ID **within the active subscription period**.
- Valid **supporting documents** (e.g., medical certificate, hospital note) must be attached.

3.3 Refund Processing

- Approved refunds will be processed on a **prorated basis**, based only on **unused sessions**.
- Staunch reserves the right to make final decisions on refund amounts after considering:
 - Number of sessions used,
 - Time remaining in the plan,
 - Any applicable administrative, platform, or payment gateway charges.

3.4 Invalid or Late Requests

- Refund requests made **after the subscription or grace period has expired** will not be entertained.
- Incomplete documentation or unverifiable claims may result in **rejection** of the refund request.

4. Contact for Cancellations and Refunds

All cancellation, freezing, and refund-related queries must be sent to:

Email: shamnad@staunch.fit

Phone: +91 988616 31 31

Subject Line: "Cancellation / Refund Request – [Your Name / Booking ID]"

5. Policy Updates

Staunch reserves the right to modify or update this policy at any time. Significant changes will be communicated via email or in-app notifications. Continued use of the Platform constitutes acceptance of the updated policy.