

KETTLEFIT (PTY) LTD

Registration Number: 2026/492760/07

CANCELLATION POLICY

Effective Date: 1 July 2026

This Cancellation Policy forms part of the Membership Agreement between KettleFit (Pty) Ltd ("KettleFit") and its members.

1. Cancellation by the Member

A member may cancel their membership by submitting a written cancellation request to KettleFit by email or in person.

Verbal cancellations will not be accepted.

Membership remains active until the cancellation has been processed.

2. Notice Period

Members are required to provide **30 calendar days' written notice** to cancel their membership unless otherwise agreed in writing by KettleFit.

Membership fees remain payable during the notice period.

3. Outstanding Fees

All outstanding membership fees, personal training fees, and any other amounts owing to KettleFit must be paid in full before cancellation is finalised.

4. Joining Fees

Any joining fee or administration fee paid is non refundable.

5. Membership Fees

Membership fees already paid are non refundable, except where required by applicable law.

Unused gym visits, classes, or personal training sessions may not be exchanged for cash.

6. Fixed Term Memberships

Where a member has entered into a fixed term membership agreement, cancellation before the end of the agreed term may be subject to a reasonable cancellation fee in accordance with applicable South African consumer protection legislation.

7. Month to Month Memberships

Members on month to month memberships may cancel at any time by giving the required written notice.

8. Medical Cancellation

Members who are unable to continue training due to a serious medical condition may request cancellation or suspension by providing a medical certificate from a registered medical practitioner.

Each request will be considered individually.

9. Relocation

Members relocating more than 50 kilometres from the nearest KettleFit facility may request early cancellation by providing proof of their new residential address.

Management reserves the right to approve such requests.

10. Cancellation by KettleFit

KettleFit reserves the right to suspend or terminate membership where a member:

- Fails to pay membership fees.
- Damages gym property.
- Acts in a threatening, abusive, or violent manner.
- Harasses members or staff.
- Fails to comply with gym rules.
- Uses the facilities in an unsafe or unlawful manner.
- Provides false information during registration.

Termination under these circumstances does not remove the member's obligation to settle any outstanding amounts.

11. Refunds

Refunds will only be considered where required by law or where KettleFit, in its sole discretion, approves a refund.

Approved refunds may be subject to deductions for services already provided or administration costs where legally permitted.

12. Membership Suspension

Members may apply in writing to temporarily suspend their membership due to:

- Serious illness or injury.
- Pregnancy.
- Extended travel.
- Other exceptional circumstances approved by management.

Supporting documentation may be required.

13. Personal Training Sessions

Personal training appointments must be cancelled at least **24 hours** before the scheduled session.

Sessions cancelled with less than 24 hours' notice, or missed without notice, may be forfeited.

14. Class Bookings

Members who reserve places in classes are requested to cancel their booking if they are unable to attend.

Repeated failure to attend booked classes without cancellation may result in temporary booking restrictions.

15. Changes to this Policy

KettleFit reserves the right to amend this Cancellation Policy from time to time.

Members will receive reasonable notice of any material changes.
