

Refund Policy

- Refunds must be submitted in writing on GymQuest refund request form no later than two weeks after the start of the session. Refunds will be prorated based on the day that it is received. There will be no refunds given after the completion of the second week of a session regardless of what week participant begins class.
- Medical refund requests, with a doctors note, will receive a full refund of any remaining classes. These may be submitted at any time.
- If a refund is requested prior to the first day of a session starting, a full refund will be given including the registration fee. After the first day of a session, the registration fee is non refundable.
- If a refund is requested during the first two weeks of the session, the refund will be prorated based on the number of classes that have already been attended in the session. The registration fee is not refundable.
- All refunds are processed at our main office, off-site. Check will be mailed and credit card refunds will be credited. Credit card refunds may take up to two weeks to show up on your statement.
- Any refund that a participant receives may be put on their GymQuest account as a credit. Otherwise, the refund must be issued in the form of payment in which it was originally received.
- All refunds are subject to a \$10.00 service charge with the exception of classes cancelled by GymQuest. Credits posted to your GymQuest account will not be subject to service charge.
- Refunds will be processed and sent the final week of each session.