Refund Policy

Refunds are calculated based on the date and time the refund request is submitted through the Eureka Integrated Administrative System. Refunds are processed after deducting any applicable refund fees and the cost of services used, in accordance with the Center's refund policy.

※ **Program Start Date**: The first day of each month at 00:00:00 (12:00:00 a.m.).
※ **Same-Day Cancellation**: A cancellation is considered a same-day cancellation if the request is submitted on the scheduled class date at or after 00:00:00 (midnight), regardless of the class start time. Therefore, even if the class has not yet started, the corresponding session or day of use will be deducted if the cancellation request is submitted after midnight on the scheduled class date.

I. Refund Policy Based on the Program Start Date

1. Refunds Before the Program Start Date

Refund requests submitted by 23:59:59 on the last day of the preceding month will receive a 100% refund of the total payment, regardless of the reason for the refund.

(Example: For a program beginning in September, refund requests submitted by 23:59:59 on August 31 will receive a full refund.)

2. Refunds After the Program Start Date

1) Refunds Due to Reasons Attributable to the Center or Instructor

- No refund fee will be charged.
- Only the cost of actual usage days for fitness center membership or completed sessions for 1:1 Personal Training (PT) and GX programs will be deducted.

2) Refunds Due to Reasons Attributable to the Member

- A refund fee of 10% of the total payment will be charged.
- The cost of actual usage days for fitness center membership or completed sessions for 1:1 PT and GX programs will be deducted.
- The deduction for services already used will be calculated based on the regular, non-discounted price.
- If a refund request is submitted on the scheduled class date, the cost of that session will be deducted regardless of whether the class has started.

3) Refunds Due to Force Majeure

If a contract is terminated due to circumstances beyond reasonable control, such

as a natural disaster, no compensation or refund fee will be charged. Only the cost of actual fitness center usage days or completed 1:1 PT and GX sessions will be deducted on a prorated basis.

4) Daily Pass(Day Pass) Refunds
Daily passes are valid only for the designated date of use. Extensions and refunds are not permitted.

II. Refund Policies by Program Type

1. Long-Term Fitness Memberships (3-Month and 6-Month Memberships)

1) Full Refund of a Long-Term Fitness Membership
- A refund fee of 10% of the total payment will be charged.
- The cost corresponding to the actual number of days used will be deducted before the refund is processed.

2) Refunds for Switching to a GX or Sports Package During a Long-Term Fitness Membership
- A refund fee of 10% of the total payment will be charged.
- The cost of actual usage days will be deducted based on the regular, non-discounted price. The remaining amount will then be refunded, and the member may register for a GX or Sports package combined with a fitness membership, which includes a 20% discount on the fitness membership fee.
- The existing long-term fitness membership may be used through the date the refund request is submitted. Use of the membership will not be permitted from the following day.
※ GX or Sports classes can be added only to an existing long-term gym membership.

2. 1:1 Personal Training (Weight Training/Pilates) and GX Programs

1) Refunds Due to Reasons Attributable to the Center or Instructor
- No refund fee will be charged.
- The deduction for completed sessions will be calculated based on the amount paid by the member. Only the cost corresponding to the actual number of sessions attended will be deducted.

2) Refunds Due to Reasons Attributable to the Member
- A refund fee of 10% of the total payment will be charged.
- The cost of completed sessions will be deducted based on the regular, non-discounted price.
- If a refund request is submitted on the scheduled class date, the cost of that

session will be deducted regardless of whether the class has started.

3. Refunds for Discounted Package Programs

This policy applies to GX or Sports programs combined with a fitness membership, as well as registrations for two or more GX and/or Sports programs.

- A refund fee of 10% of the total payment will be charged. This fee is calculated based on the original total payment, even if the member chooses to retain some of the registered programs.
- The cost of services already used will be deducted based on the regular, non-discounted price before the refund is processed.