GetSetWell

Cancellation and Refunds Policy

Version 2.0 · 14 October 2026

Launch period

Until in-app payment starts, our launch period notice applies where it differs from this document: you pay your trainer at the session, there is no service fee, and cancelling is free of charge. Read the launch period notice (getsetwell.com/launch-period.html)

This policy forms part of our Terms of Service and of the Trainer Agreement. Where it differs from the Terms on a cancellation, reschedule, late arrival, missed session or refund, this policy applies.

Every example uses the same booking: a **session rate of AED 280**, a **service fee of AED 14**, and a **total of AED 294**.

1. When this policy applies

1.1 This policy applies from the moment your booking is confirmed, which is when your payment has succeeded. Before that, you can withdraw a request at any time and nothing is owed.

1.2 It applies only to sessions booked and paid through GetSetWell. Sessions you arrange directly with a trainer are not covered (section 13).

2. How the price is made up

2.1 Every booking has two parts, always shown separately:

- the **session rate**, set by the trainer
- our **service fee**, which is 5% of the session rate

The **total** is the two added together: AED 280 plus AED 14 is AED 294. It includes any VAT that applies.

2.2 The service fee pays for our work in finding or checking your trainer and in arranging and managing your booking. That work is done once your booking is confirmed. So the service fee **is not refunded** when you cancel, reschedule less than 24 hours before, or do not turn up. It **is refunded** in full if your trainer cancels or does not turn up, if we cancel, or if an event outside anyone's control stops the session.

2.3 Wherever this policy says you get everything you paid back, that does not include any part of the session rate already kept under section 5.3 because you rescheduled less than 24 hours before.

3. Timing rules

3.1 All times are Dubai time.

3.2 Notice is measured from the moment we receive your cancellation or reschedule to the scheduled **start time** of the session.

3.3 Exactly 24 hours counts as 24 hours or more.

3.4 Cancel or reschedule in the app. If you cannot, message us on WhatsApp at +971 50 525 1393. The time we receive your message is the time that counts, even outside our support hours.

4. If you cancel

When you cancel	You get back	Your trainer receives	We keep
24 hours or more before	The session rate. **AED 280**	Nothing	The service fee. AED 14
Less than 24 hours before	Half the session rate. **AED 140**	Half the session rate, less our 5% of that half. AED 133	The service fee and our 5%. AED 21

When you cancel	You get back	Your trainer receives	We keep
You do not turn up	Nothing	The session rate, less our commission of at least 10%. AED 210 to AED 252, depending on the trainer's plan	The service fee and our commission. AED 42 to AED 84

4.1 Before you confirm a cancellation, the app shows you exactly what you will get back, in dirhams.

4.2 **Why we keep part of the price when you cancel late.** A trainer who has held a time for you can rarely fill it at short notice. The part of the session rate that is kept compensates your trainer for that.

5. Rescheduling

5.1 Each booking can be rescheduled **once**.

5.2 **24 hours or more before the session.** Rescheduling is free. The booking moves to the new time.

5.3 **Less than 24 hours before the session.** Rescheduling is treated like a late cancellation. Half the session rate (AED 140) is kept and paid to your trainer, less our 5%. The other half stays on your booking. To confirm the new time, you pay the half that was kept (AED 140). The service fee is not charged again.

5.4 You choose the new time when you reschedule. It must be with the same trainer, at a time they have available, and within 30 days of the original session.

5.5 Once a booking has been rescheduled, it cannot be rescheduled again. You can still cancel it under section 4, measured from the new time.

5.6 If your trainer asks to move a session, section 7.3 applies. A session moved under section 7, 8.2 or 9 does not use up your reschedule.

6. Lateness

6.1 You and your trainer each have **15 minutes' grace** after the scheduled start time. Arriving exactly 15 minutes after the start time counts as within it.

6.2 If you are running late, tell your trainer and us as soon as you can.

6.3 **If you arrive late**, the session still ends at its scheduled time.

6.4 **If you have not arrived 15 minutes after the start time**, your trainer may leave, after trying to contact you and letting us know. This is treated as you not turning up. If you arrive later than that and your trainer agrees to go ahead, it is treated as a normal session, and it still ends at its scheduled time.

6.5 **If your trainer arrives late but within 15 minutes**, the session goes ahead and your trainer makes up the lost time. If you can't stay longer, the missed minutes are added to your next session with them, or, if you have no next session booked, we refund them as a share of the session rate. For example, 14 minutes of a AED 280 session is AED 65.33.

6.6 **If your trainer has not arrived 15 minutes after the start time**, you may leave. Please tell us straight away. This is treated as your trainer not turning up, and section 7 applies. If you choose to wait and train anyway, it is treated as a normal session.

7. If your trainer cancels, asks to move, or does not turn up

7.1 **If your trainer lets you down**, whenever it happens and however much notice they give, you choose one of these:

- **a full refund** of everything you paid for the booking, including the service fee. **AED 294.** If you had already rescheduled it less than 24 hours before the original time, the half of the session rate kept then is not refunded.
- **a new time with the same trainer**, at no extra cost
- **another trainer.** We will prioritise finding you one. If the trainer you choose charges more, we pay the difference, up to **AED 75**. We tell you any amount above that before you book, and you pay it only if you agree. If they charge less, we refund you the difference.

7.2 Your trainer receives nothing for that booking. Repeated cancellations by a trainer are handled under our trainer reliability process.

7.3 **If your trainer asks to move a session**, we ask you first. You can accept the new time, or refuse it and choose any option in section 7.1.

7.4 **What we do when it happens:**

- **24 hours or more before your session:** we tell you straight away and help you choose.
- **Less than 24 hours before your session:** we contact you first, and try to find another trainer for the same time.
- **If your trainer does not turn up:** as soon as we know, we contact you to apologise and sort it out. We do this within an hour of being told, or, if we are told outside our support hours, within an hour of them starting.

8. If we cancel, or something outside anyone's control stops the session

8.1 If we cancel your booking, for example because a trainer's listing is suspended, you are refunded everything you paid, including the service fee, and we offer to find you another trainer. If we cannot, the refund stands and nothing further is owed.

8.2 If an event outside anyone's control stops a session from taking place, for example an official severe weather warning or a government restriction, you can choose a full refund of everything you paid, including the service fee, or a new time with the same trainer. Your trainer receives nothing for the original time. We decide, reasonably, whether an event is outside anyone's control.

9. If something serious and unforeseeable happens

9.1 If something serious and unforeseeable stops you attending, for example a medical emergency or a bereavement, tell us as soon as you can.

9.2 We will consider it, and may, at our discretion, move your session to a new time without applying sections 4 to 6. If we do, your trainer still receives half the session rate for the missed time, and we pay it, not you.

9.3 This is goodwill, decided case by case. It does not change the rules in sections 4 to 6. We will not normally ask for documents.

10. Confirming a session, and disagreements about attendance

10.1 After each session we ask you and your trainer whether it took place.

10.2 Either of you can tell us, within **24 hours after the scheduled end time**, that the session did not take place or that something went wrong.

10.3 If neither of you does, the session is treated as completed and your trainer is paid. This only decides when your trainer is paid. You can still tell us later about an injury or a problem with the session, and your rights under UAE law are not affected.

10.4 **If you tell us your trainer did not turn up**, we tell your trainer. If they do not dispute it within **12 hours**, you are refunded under section 7.

10.5 **If your trainer tells us you did not turn up**, we tell you. If you disagree, tell us within **24 hours** of our message. If you do not reply, we decide on the information we have, within 24 hours after that.

10.6 **If you disagree with each other, we decide.** We give our decision within **24 hours** of the disagreement being raised, and explain it to you both.

10.7 **How we decide.** We look at what each of you tells us, messages between you, your trainer and us, call records, and anything else either of you gives us, such as photographs. Decisions are made by the Manager of Get Set Fit LLC, or by a person the Manager appoints.

10.8 Your trainer is not paid while we look into it.

10.9 Our decision settles how the booking is treated on GetSetWell. It does not affect your rights under UAE law, including your right to complain under section 12 of our Terms of Service.

11. How refunds are paid

11.1 Refunds are paid **to the payment method you used**. We do not refund in cash, to a different card or account, or as account credit.

11.2 When you cancel, your refund is started straight away. When we have looked into a report, it is started when we decide.

11.3 We send refunds through Tap Payments, our payment provider. They usually take **5 to 10 working days** to reach you, depending on your bank.

11.4 A receipt for every refund is available in the app.

12. If a session took place but went wrong

12.1 If your session went ahead but was not delivered as booked because of your trainer, for example it was much shorter than booked, tell us. If you tell us within 24 hours after the scheduled end time, we hold your trainer's payment while we look into it. You can still tell us after that.

12.2 We look into it with you and your trainer, and tell you what we decide and why. If the session was not delivered as booked because of your trainer, you choose either a free repeat of the session, or a refund of the session rate or of the part of it that reflects what was not delivered.

12.3 This does not affect your rights under UAE consumer protection law, including your right to complain to the authorities.

13. Sessions arranged outside GetSetWell

13.1 This policy does not cover sessions you arrange directly with a trainer. We cannot help with payment, cancellations, refunds or disputes for them. Booking through GetSetWell is what protects you if your trainer cancels or does not turn up.

14. Packages

14.1 We do not currently sell packages or bundles of sessions. If we do, their cancellation terms will be published before they go on sale, and will not change the terms of sessions already bought.

15. Your rights under UAE law

15.1 Nothing in this policy affects your rights under Federal Law 15 of 2020 on Consumer Protection and its Executive Regulations, or under Federal Decree-Law 14 of 2023 on Trading by Modern Technological Means.

16. Contact

Email **support@getsetwell.com** · WhatsApp **+971 50 525 1393** · in the app, under Help.

You can message us at any time. Our support hours are 9:00 am to 6:00 pm Dubai time, every day. We reply the same day to messages received before 6:00 pm, and by 6:00 pm the next day to messages received after 6:00 pm.

17. Language

17.1 This policy is published in English. For trainers, the language clause in the Trainer Agreement applies.

18. How sessions are delivered

18.1 What you book through GetSetWell is a 60-minute session with the trainer you chose, in person, at the date, time and place in your booking. Nothing is shipped.

18.2 Your booking is confirmed when your payment succeeds. We confirm it in the app and by WhatsApp, and remind you before the session.

18.3 Your trainer delivers the session. We arrange the booking, collect your payment on the trainer's behalf through Tap Payments, and handle changes, refunds and complaints.

18.4 A session counts as delivered 24 hours after its scheduled end, unless you or your trainer report a problem under section 10. If it did not go ahead, or was not delivered as booked, sections 7, 10 and 12 apply.

Worked examples

For a session rate of AED 280, service fee AED 14, total AED 294.

1. **You cancel on Thursday for a Saturday session.** You get **AED 280** back. The service fee is not refunded.
2. **You cancel on Saturday morning for a Saturday afternoon session.** You get **AED 140** back. Your trainer receives AED 133 for holding the time.
3. **You do not turn up.** Nothing is refunded. Your trainer receives between AED 210 and AED 252, depending on their plan.
4. **On Thursday, you move a Saturday session to the following Tuesday.** No charge. You cannot move it again, but you can still cancel it.
5. **On Saturday morning, you move a Saturday afternoon session to Tuesday.** You pay **AED 140** to confirm Tuesday. Your trainer receives AED 133 for the Saturday time.
6. **You arrive 10 minutes late.** The session goes ahead and ends at the scheduled time.
7. **Your trainer has not arrived 15 minutes after the start time.** You can leave. You get **AED 294** back, or a new time with the same trainer, or another trainer.
8. **Your trainer cancels on Friday for Saturday, and you choose another trainer who charges AED 330.** Their total would be AED 346.50. You pay nothing more. We pay the AED 52.50 difference.
9. **Your trainer cancels, and the replacement you choose charges AED 400.** Their total would be AED 420. The difference is AED 126. We pay AED 75, and we tell you about the remaining AED 51 before you book. You pay it only if you agree, or you can take the full AED 294 refund instead.
10. **Your trainer arrives 14 minutes late and you can't stay longer.** The missed 14 minutes are added to your next session with them or, if you have none booked, you get AED 65.33 back.

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