

# Refund & Cancellation Policy

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Company Name: Nordic PhiPhi

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Website: <https://www.nordichiphi.com>

## 1. General Policy

This Refund & Cancellation Policy outlines the terms under which refunds or cancellations are accepted for in-person gym services at Nordic PhiPhi.

## 2. Services Covered

Applies to the following products:

- Big Water — THB 40
- Towel Rent — THB 20
- Daily Pass Nordic Gym — THB 260
- 3 Day Pass Nordic Gym — THB 676
- Week Pass Nordic Gym — THB 1,144
- Monthly Pass Nordic Gym — THB 3,016
- Online Nutritional Counseling and Fitness Coaching—
  - Prices depend on several factors:
  - Specific goals (weight loss, muscle gain, performance improvement, etc.)
  - Duration of support (single consultation or ongoing follow-up)

## 3. Cancellations

Cancellations for passes or rentals must be made before the service period begins. Once a pass is activated or an item is provided, no cancellation is possible.

## 4. Refunds

Refunds are processed through the same payment method (Stripe) and typically appear within 5–10 business days. No cash refunds are provided. Refunds are only granted for unused services when cancellation terms are respected.

## 5. Non-Refundable Items

The following are non-refundable:

- Used passes or partially used memberships
- Consumed items such as water
- Towel rentals once issued

## 6. In-Person QR Payments

All QR payments must be completed through Stripe Payment Links or Checkout Sessions. Direct transfers or off-system payments are not accepted or eligible for refunds.

## 7. Exceptional Circumstances

Refunds or credits may be granted at management's discretion in cases such as documented medical emergencies.

## 8. Contact

For refund inquiries, please email [contact@nordichiphi.com](mailto:contact@nordichiphi.com)

