



2018 Cancellation Policy

Private Personal Training

- I understand that sometimes you need to change your schedule. I kindly ask that you give me at least 24 hours notice, so that I may book another client.
- For cancellations with at least 24 hours notice, we'll arrange a replacement session (where available) within the same billing cycle.
- Where a session is cancelled with less than 6 hours notice, that session is forfeited without refund.
- If you do not show for a session and have not given prior notice, that session is forfeited without refund.
- I do not offer refunds for payments made on un-used sessions. Instead, I will work with you to arrange a more suitable future session time, or postpone the balance of your package for a limited time (up to 2 months). For packages where part payments have been made, this applies to the un-used portion of those sessions for which payment has been received.
- Unless there is extreme inclement weather, all sessions will proceed as booked.
- Notice of any changes to this policy will be provided by your trainer prior to your session time.

Small Group PT and Group Fitness Classes

- It is assumed all participants will attend all sessions for the period of their membership.
- Individuals on weekly or monthly payment plans who miss sessions can make up those sessions at another time within the same billing cycle.
 - For cancellations with at least 4 hours notice, we'll arrange to make up that session at another time within the same billing cycle, (where available) otherwise that session is forfeited without refund.
 - If you do not show for a session and have not given prior notice, that session is forfeited without refund.
- No refunds, except in extenuating circumstances (extended illness, injuries not sustained during this training program, unscheduled extended travel commitments).
- I do not offer refunds for payments made on un-used sessions if participants choose not to proceed after program commencement, except:
 - Should unforeseen circumstances arise during which individuals are unable to continue to participate (eg extended illness), refund of the un-used sessions can be negotiated with that individual, or held over to the start of the next group program.
- Unless there is extreme inclement weather, all sessions will proceed as booked. Location changes may be made up to 15 minutes prior to session commencement.
- Notice of any changes to this policy will be provided by your trainer prior to your session time.

Private Group Training and Courses

- It is assumed all participants will attend all sessions for the period of the program.
- Individuals who miss sessions for structured or set time frame programs (for example, a 10 week course) and private group training cannot make up those sessions at another time.
- 48 hours notice is required if there is a need for the entire group to reschedule a session.
- No refunds, except in extenuating circumstances (extended illness, injuries not sustained during this training program, unscheduled extended travel commitments).
- Where a session is cancelled by the group with less than 24 hours notice, that session is forfeited without refund.
- If you do not show for a session and have not given prior notice, that session is forfeited without refund.
- I do not offer refunds for payments made on un-used sessions if participants choose not to proceed after program commencement, except:
 - Should unforeseen circumstances arise during which individuals are unable to continue to participate (eg extended illness), refund of the un-used sessions can be negotiated with that individual, or held over to the start of the next group program.
- Unless there is extreme inclement weather, all sessions will proceed as booked. Location changes may be made up to 15 minutes prior to session commencement.
- Notice of any changes to this policy will be provided by your trainer prior to your session time.

Client Signature: _____
(guardian/parent to sign if under 18 years of age)

Full name (please print): _____ Date: _____