



APPOINTMENT CANCELLATION / NO-SHOW POLICY

THREE STEP APPOINTMENT CANCELLATION METHOD. Holding you accountable is part of what we do in personal training and keeping your appointments is absolutely vital to your success. If you cannot make it to your session you must go through the following steps *in order*:

1. **RESCHEDULE, NOT CANCEL.** Make every single effort to reschedule your session for the same week.
2. **SCHEDULE A MAKE-UP SESSION.** If it is impossible to reschedule your cancelled appointment for the same week, schedule a make-up session in the week(s) before or after your cancelled session. A make-up session is a session performed *in addition to* your typical weekly scheduled sessions. They are often times required and do not cost any extra in the event of a cancellation.
3. **CANCEL FOR ACCOUNT CREDIT.** As a last resort you may cancel a session for credit on your next bill. A **MAXIMUM OF TWO SESSIONS PER MONTH MAY BE CANCELLED FOR CREDIT** and only if all efforts to reschedule have been made AND only if at least twenty-four (24) hours' notice has been given. Beyond two cancellations per month all cancellations are treated and billed as if you attended your session except in cases when the owner sees justification for the credit.

PROPER CANCELLATION METHOD. Appointments may only be cancelled in person or via telephone voice call only at least twenty-four (24) hours in advance of the appointment start time. All notices given via text message, email, or any other means without direct communication with staff are not considered valid and you will be billed as if you attended your appointment.

LATE CANCELLATIONS. All Late Cancellations count as if you attended your session. A Late Cancel is defined as less than exactly twenty-four (24) hours' notice given for the cancellation.

EXTENSIONS. There will be no extensions to monthly personal training packages allowed in the event of any cancellation.

VACATIONS. We will not assign account credit for appointments cancelled for vacations. Make-up sessions will be required.

EXCESSIVE CANCELLATIONS. Those who cancel four (4) or more sessions per month may be subject to having their services terminated without refund or credit. The decision to terminate services is at the sole judgment of the owner of the company.

NO SHOW. All no shows (skipping a session without any notice) count as if you attended your session and will result in an additional \$35 fee due upon next payment. Reschedule the session for the same week to avoid the no show fee.

BY PARTICIPATING YOU AGREE TO THIS POLICY.