Personal Training Cancellation Policy

1. **Payment:** Payment is due in the full amount at the beginning of or prior to the scheduled training session.

2. **Cancellation Window and Fees:** Clients must cancel or reschedule their session at least 24 hours in advance of the scheduled session time. Failure to do so will result in the client being charged the full amount for that session in addition to losing that session if the client has purchased prepaid sessions. Clients who cancel three sessions forfeit the continuation of personal training services.

3. **Rescheduling:** Clients may reschedule sessions within the cancellation window stated above without incurring any penalties. Repeated rescheduling may be subject to limitations.

4. **Communication:** Clients must notify the personal trainer of any cancellations or rescheduling requests by phone, text/messenger or email. Voicemails will be accepted as long as they are received before the 24-hour cancellation window.

5. **Tardiness:** Clients who arrive late to a scheduled session will receive training services for the time allotted for the original session and will be charged the full amount for that session.

6. **Refunds:** No refunds will be issued for no-shows or sessions cancelled outside of the cancellation window as defined above. Prepaid sessions that are cancelled within the acceptable timeframe may be rescheduled for an alternate date and time.

7. **Exceptions:** Exceptions to this policy may be made in cases of emergencies or extenuating circumstances. Cases of exceptions will be left to the discretion of the personal trainer.

8. **Policy Updates:** The personal trainer reserves the right to update or modify this cancellation policy as needed and communicate any changes to clients in advance.

By signing below, you acknowledge that you have read and understand the cancellation policy in its entirety and agree to abide by its terms and conditions.

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Signature Date

Contact Megan Collins

Mobile: U.S. +1 (978) 460-4777

Email: megan.a.collins13@gmail.com