

West Seattle Reign Sports LLC Personal Coaching/Small Group Coaching Late/No-Show Policy

General Policy

West Seattle Reign Sports LLC offers personal coaching on a one time or reoccurring basis. We offer 1-on-1 or small group coaching either virtually or in person.

If you are interested in scheduling a coaching session, please schedule your first appointment online at www.westseattlereign.com. After your first coaching appointment, if you would like reoccurring appointments, please work out a schedule directly with your coach. You will be invoiced a min of 1 week prior to each session.

- All clients must wear appropriate footwear and clothing to each session.
- Training session(s)/package(s) must be paid for in full before training starts.
- Please sign off on all policy documents and email signature pages to CustomerService@WestSeattleReign.com. These must be received a minimum of 48 hours prior to session start.

Cancellation/Rescheduling Policy

West Seattle Reign Sports LLC requires a minimum of 24 hours for cancellations with no fee. You must receive a verbal or email confirmation from the West Seattle Reign Sports LLC.

- There is a \$5 processing fee for all appointments cancelled within the 24-hour time frame.
- If you need to cancel or reschedule a session, please contact your trainer. If it is a last-minute emergency, still contact your personal trainer, but also call the main office at (206)717-3885. 24 hours' notice is required for a cancellation or rescheduling in order to receive credit for the session.
 - Failure to cancel within this time frame or failure to show up for a session will result in the client being charged for the full session.
 - Exceptions will only be made in the case of a medical emergency accompanied by a doctor's note. There is a no-refund policy on all sessions/packages purchased – a client may only receive a refund if accompanied by a doctor's note.
- No-show appointments can be rescheduled for a \$20 fee, no refunds will be given.
- Personal coaches will only wait 10 minutes for late arrivals and your sessions will start from the time agreed upon.
 - Please call the coaches' contact information if you are going to be more than 5 minutes late for a session.
 - Clients are expected to begin working out at the start time of the scheduled appointment.
 - A late start time does not entitle a client to a session longer than the scheduled appointment.
 - No Refunds will be given
 - If you are more than 10 minutes late, your appointment may be rescheduled at a cost of \$20.