BUILT TO LAST™

BEYOND THE GYM FLOOR

Strength - Health - Confidence - For Life

Your Appointment. Your Commitment.

CANCELLATION & SCHEDULING CLARIFICATION

Monthly billing & session rollover
The club bills monthly according to your personal training contract. Billing and session scheduling are separate: you do not have to use every paid session within the same billing month. When you give notice of an approved absence, your unused session rolls over to the following month; you do not lose it.

Travel, appointments & illness
Vacations, travel and other appointments are okay with advance notice. Please give at least 24 hours' notice whenever possible. If illness or an emergency comes up unexpectedly, contact me as soon as you can so we can address the missed session.

Scheduling your makeup session
Makeup sessions are scheduled by mutual agreement, based on my available openings. A rolled-over session remains available to schedule, but a specific day, time or same-week appointment cannot be guaranteed. You are not required to fit it into the current billing month.

Respecting your reserved time
Your appointment is time reserved specifically for you. Please communicate schedule changes as early as possible. Repeated cancellations may require us to revisit your standing appointment time. Monthly billing and session use remain subject to your club agreement.

Janice Nolan

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Commitment creates consistency. Consistency creates results.