



Feisty Fitness
100 Production Court, New Britain

FEISTY FITNESS APPOINTMENT POLICIES

Refund Policy: All deposits are refundable or transferable if the cancellation is made outside of the required 24-hour cancellation notice period. Cancellations inside of 24 hours, void refunds/transfers, at which time a new deposit will be required to book the next appointment.

Deposit & Cancellation Policy: Feisty Fitness extends its gratitude to all our esteemed clients for understanding and respecting our appointment policies. While we acknowledge that unforeseen circumstances may arise, we kindly request a minimum of 24 hours adequate notice to adjust appointments to best accommodate all clients and remain in good standing without the responsibility of a cancellation fee. We cannot defer other appointments to accommodate late arrivals, out of respect for the trainer's time & other clients.

Below is an outline of our appointment policies. Please read carefully and initial next to each paragraph.

New Clients: A deposit is required to book first time appointment

A \$ 50 deposit is required for all new clients. Appointments are not guaranteed until the deposit is paid in full.

Short Notice Cancellations: \$ 50 cancellation fee due (per person) + a deposit for the next requested appointment

Cancellations received within 24 hours of an appointment time are considered last-minute cancellations, as the spot was held and could not be offered to other clients. If this occurs more than three times, a non-refundable deposit of **\$40** will be required to book all future appointments for a maximum of six consecutive fulfilled appointments.

Late Arrivals: Regardless of the length of time of the appointment once arrived, the client is responsible for the total due of the scheduled slot.

Late arrivals may be considered *short notice cancellations* if there is insufficient time to complete the appointment without interfering with the trainer's schedule. As the scheduled appointment time is what the client is paying for, not the duration of the training session. For example, if a client arrives at 1:30 PM for a 1:00 PM appointment, the client understands that they are still responsible for the full payment of the scheduled time. If a client anticipates being late, it is advisable to call and inquire if the service can still be. The trainer's schedule will determine if the service can be provided within the remaining timeframe.

No Call - No Show: full payment of the missed appointment is required before another appointment can be scheduled

Appointments are confirmed via text or email at the time of booking, with a follow-up confirmation sent 24 hours before the scheduled appointment time. To cancel or reschedule appointments, a phone call or text to Feisty Fitness is required, as our confirmation messages are sent from a no-reply service. A no call-no show is considered a missed appointment, as this time slot cannot be filled by other clients in need of appointments. After one no call-no show missed appointment, full payment is required before another appointment can be scheduled. If this occurs more than three times, a deposit will be required for all future bookings, for a maximum of ten consecutive fulfilled appointments.
