# Cancellation Policy

All cancellations for **Access Fitness** one-on-one training sessions must be received at least 24 hours before the start time of the session in order to avoid being charged for that session. Clients who do not cancel with 24 hours notice will be charged for the cancelled session. All packages have expiry dates; therefore, all sessions have to be completed or the client will lose the remaining session(s).

All group training sessions offered by **Access Fitness** start on time and finish on time and clients are expected to show up 5 minutes prior to start time. If you do not/can not show for a session it will not be made up at a later date as the classes are on a strict timeline.

# Refund Policy

**Access Fitness** strives to provide the best possible service to our clients. If any of  **Access Fitness programs** are paid in full then **Access Fitness** willonly provide a full refund only if notified 7 days or more prior to the start date. If a refund is required with less than 7 days notice prior to the start date or after sessions have started, **Access Fitness** willretain 25% for administration costs.

**Access Fitness** will not refund any online training programs. They are 100% non refundable. For the month to month live stream membership, clients can cancel at any time with a written request.

I have read the above policies and agree to its terms as it applies to my personal training.

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_