

Cancellation Policy

Personal or Buddy Training:

I understand that Jana's Strength Studio operates on a scheduled hourly appointment basis for private training sessions. Therefore; when canceling an appointment, I am required to provide AT LEAST 24-hour notice, for which no additional charge shall be incurred. However; if I cancel a session LESS than 24 hours to the scheduled time, I will be required to pay in full for my session. I understand that I'm entitled to a one-time cancellation fee waiver, where I can cancel a session in less than 24-hours and not be required to pay.

Cancellations based on illnesses and emergencies beyond my control may be handled at the discretion of my trainer and may not incur any fees. My trainer reserves the right to require up front payment for booking future training sessions if I incur more than 1 late cancellation or no show within a 1 month period.

Group Classes:

I understand that Jana's Strength Studio operates group fitness classes based on a minimum number of participants for group training sessions. Therefore; when canceling a spot in a group class, I am required to provide AT LEAST 24-hour notice, for which no additional charge shall be incurred. The cancellation must be made in the Spond app. However; if I cancel a session LESS than 24 hours to the scheduled time, I will be required to pay in full for my session. I understand that I'm entitled to a one-time cancellation fee waiver, where I can cancel a session in less than 24-hours and not be required to pay. Cancellations based on illnesses and emergencies beyond my control may be handled at the discretion of my trainer and may not incur any fees. My trainer reserves the right to require up front payment for booking future training sessions if I incur more than 1 late cancellation or no show within a 1 month period.

Printed name: _____

Client Signature: _____ Date: _____

