

Flex and Nala Fitness Cancellation Policy, Dispute Resolutions, and Data Protection Information

Single Sessions:

1. **Non-Refundable Deposit:** A 50% non-refundable deposit is required at the time of booking.
2. **Cancellations:** All cancellations will result in the forfeiture of the deposit.
3. **Rescheduling:** Sessions can be rescheduled with a 24-hour notice but must be redeemed within 7 days of the original appointment. For example, if the original appointment was on the 10th, you must reschedule to a session that falls between the 10th and the 17th. Failure to do any of the above will result in an automatic cancellation and forfeiture of the deposit.

Monthly Online Memberships:

1. **Cancellation Process:** To cancel your online membership, visit the resource folder in the Everfit App and complete the Cancellation Form.
2. **Notice Period:** Submit the form at least 7 days before your next billing date to avoid being charged for the next month. Failure to submit the form on time may result in an additional monthly charge before the cancellation is processed, which will be non-refundable.
3. **Confirmation:** Once the form is submitted, we will process your cancellation within 5 business days and send a confirmation notice to the information on file.
4. **Access:** Your access to online training will remain active until the end of your current membership period.

Monthly Packages:

1. **3-Month Commitment:** You are responsible for paying a minimum of 3 monthly payments before following the cancellation process. If you cancel the payment in any way during the commitment timeline, you will have 3 days to reach out with an updated form of payment to reconcile. If it cannot be reconciled or you breach the commitment on your own (including chargebacks for justified payments and missing payment within the 3-month commitment window), you will be released as a client and we may pursue legal action in small claims court for the remainder of the payment.
2. **If you have met the requirements of your commitment and would still like to cancel, complete the following steps:**
3. **Month-to-Month Commitment:**
 - **Cancellation Process:** To cancel your monthly package, visit the resource folder in the Everfit App and complete the Cancellation Form.
 - **Notice Period:** Submit the form at least 14 days before your next billing date to avoid being charged for the next month. Failure to submit the form on time may

result in an additional monthly charge before the cancellation is processed, which will be non-refundable.

- **Confirmation:** Once the form is submitted, we will process your cancellation within 7 business days and send a confirmation notice to the information on file.
 - **Access:** Your access to the remaining training sessions will remain active until the end of your current billing cycle.
4. **Exceptional Circumstances:** In medical emergencies or other exceptional circumstances, clients may request a free temporary pause or cancellation of their membership or package outside the standard policy terms. Such requests will be reviewed on a case-by-case basis.
 5. **3-month commitment:** You must continue to be consistent in payments to keep the discounted monthly rate. Clients will be given the courtesy to pause the discounted package for a \$30/monthly fee at which point it will charge this fee unless canceled completely or the package is resumed.

Privacy and Data Protection

Vagaro:

- Vagaro complies with HIPAA and ensures data security through robust measures such as restricted access, secure logins, and training programs for employees on privacy matters. They also have policies in place to restrict the use and disclosure of health information and to protect it from cyber-attacks.

Everfit:

- Everfit employs strict data protection measures, including encryption, secure data storage, and compliance with global data protection regulations. Their platform is designed to protect client information and ensure it is used responsibly.

Dispute Resolution

1. **Failed Payments:** When a renewal package or membership payment fails, the payment system (Vagaro) will attempt to retry the customer's card twice after the initial failure:
 - **Sunday:** Renewal fails. Package status changes to "inactive," and the customer can't use their package visits.
 - **Tuesday:** Vagaro attempts to charge the card again. If the payment goes through successfully, the package status changes to "active." If the transaction fails on Tuesday, the package will remain "inactive."
 - **Friday:** Vagaro attempts to charge the card again. If it fails, the package will remain inactive until manually reactivated by the business.
2. **Chargebacks:** For chargebacks on nonrefundable services, Flex and Nala Fitness will try to resolve disputes or breaches directly with the client. If these disputes or breaches are unresolved, legal action will be pursued. Clients must first attempt to resolve their disputes through direct contact with Flex and Nala Fitness.

Client Acknowledgement Clients must acknowledge and agree to the cancellation policy in writing or digitally during the sign-up process.