

24 HOUR CANCELLATION POLICY

Thank you so much for choosing Pure Energy Fitness Studio to assist you on your journey towards achieving your personal best. By following our methodology and maintaining a regular schedule, you will become stronger and healthier and experience a general sense of improved well being.

WHY IS THERE A CANCELLATION POLICY?

First of all, it is as important for both parties. A strong cancellation policy helps you to become accountable and ensures that you keep your fitness commitment to yourself. It is one of the reasons working with a trainer is much more effective than simply having a gym membership. Commitment leads to consistency and it is consistency that will keep you on track and get you great results.

A cancellation policy is also important for the trainer. When you make an appointment with your trainer, that time is reserved for you. Your trainer plans for your personal session and makes the effort to be at the fitness studio on time for your appointment. Cancellation on short notice means that the trainer is unable to connect with another client who may prefer to have that time slot and therefore the training time is lost completely.

Situations occur that may force you to cancel unexpectedly. However, in an effort to be fair to all those involved, please provide 24 hours notice. Unless your training can be rescheduled for later in that week, you will be charged for the canceled session. Your trainer will also commit to giving you 24 hours minimum notice when sick or conflicted with life circumstances that prevent him or her from coming in to train you. A fair policy demonstrating a mutual respect between client and trainer is a win win scenario.

If you need to cancel your session and could train at another time the same day, call and we will do our best to accommodate you so that you can avoid losing that session. Our main priority is to ensure you get your workout in and stay on track.

When it's impossible to reschedule that day, we will use that time on your behalf. Your trainer can design a new exercise program or outline some exercises you can do at home. Your trainer may research a health and fitness topic of interest to you or develop a progress report. If you have a specific interest or concern, your trainer could do some investigation of the topic and discuss it with you at your next session.

I, _____ understand the above.

Date: _____

Yours in health and fitness;

Vicky Legate