

CANCELLATION & REFUNDS

1. Cancellations, Missed Appointments and Refunds
2. Late Appointments
3. Injuries

1. Cancellations, Missed Appointments and Refunds

I will do my best to organise a more convenient appointment time if something pops up unexpectedly, however I do require 24hrs notice if you wish to cancel or reschedule a session.

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If you are unable to provide 24hrs notice you will be charged for the session you have missed. This applies for all types of sessions. Please understand that if you cannot make a booked appointment and you do not let me know, another client may be missing out on the opportunity to train in your valuable time slot.

If I cancel or miss your appointment, it is my policy to give you the next training session FREE as a courtesy for the inconvenience.

2. Late Appointments

If you arrive late to an appointment or training sessions, it will be shortened to allow for the scheduled finishing time. If I am late, you will not be charged for that session.

3. Injuries

I am very mindful that you may not have trained with weights for quite some time and it is common to feel some tenderness for several days after your first training session. I try to avoid this, however, if you are exceptionally sore or suffer an injury, please contact me immediately either by phone or email so I can review or put your program on hold.