

Cancellation, Reservation, Expiration and Refund Policies

At A Lifetime of Fitness, LLC, we strive to provide the highest level of service to our valued clients. We are entirely dependent on our clients and trainers to execute their workouts in a timely manner that was reserved to meet the unique requirements of each and every client.

I, _____, understand that if I do not cancel my training session by contacting my trainer **12 hours prior** to my scheduled training appointment that I may be charged the appropriate amount for that training session. An exception would be an emergency. (Please initial _____)

Because of current and future client demands, coupled with limited reservation opportunities, it is our policy to inform all new clients that if two or more workouts are missed within their reservation period for any reason without proper notice (12 hours prior to workout time) then clients may lose their reservation. Future reservation times may differ from previous and may be based on trainers' availability. (Please initial _____)

Our expiration policy is based on the 2X rule. Clients have no more than twice the expected time given, based on their current reservation schedule and rate of consumption, to complete a workout package. Example: if you have purchased a 10-workout package and you are scheduled to workout twice a week, you would exhaust your workouts in 5 weeks. The 2X expiration policy allows for 10 weeks to complete the package. This is the maximum allotted time before expiration. This same 2X rule will be applied to all workout packages. (Please initial _____)

A client No-call No show creates a double burden on trainers and scheduling, involving a two-workout forfeit. Exception would be an emergency. (Please initial _____)

Due to our expectation of clients reaching their fitness goals through diligence, adherence and timely execution of workouts, there are no refunds. (Please initial _____)

Reciprocity clause: If clients' trainers do not give proper notice when cancelling scheduled workouts, clients may request a workout with an available trainer or request an additional workout to correspond with each cancelled workout by clients' trainers. (Please initial _____ trainer. Please initial _____ client)