



### **Cancellation Policy for All Services:**

Clients are asked to call or text 24 hours in advance of the scheduled training session. You will be charged for appointments cancelled with fewer than 24 hours notice.

This cancellation policy is really important for a personal training studio like YSF because while a medical doctor can see 35 patients in a day, personal trainers like us generally see a maximum of 6 or 7. We reserve for you, our clients, a 30 minutes to a hour of our time for a session. Since the scheduling of an appointment involves the reservation of this time, a cancellation within 24 hours usually leaves YSF unable to re-fill that spot, and therefore we lose 30–60 minutes of our work day.

We care and value all of our clients, and the YSF cancellation policy is not a penalty or a punishment. Ninety-nine point nine percent of our clients understand this. Very rarely, we will have a client who will feel that she is being punished when we charge them a late cancellation fee. We want to make sure that you don't feel this way, if someday you miss an appointment.

None of the trainers here at YSF are upset with clients when they miss an appointment. We know that's life. In return, our clients understand that scheduling an appointment with us is like buying tickets to an event. If you miss the event, it doesn't matter why you missed it, or even if it was your first time, you can't turn in your tickets for a refund.

### **PAR-Q & Medical Clearance:**

A medical clearance form is required of all participants who answer "yes" to any of the seven PAR-Q questions. Note: Personal training staff reserve the right to require medical clearance from any client they feel may be at risk.

### **Sessions Explained:**

All personal training sessions are 30..45..or 60 minutes in length. You can choose from Personal, Semi-private(2 people) or as a trio (3 people).

### **Attire:**

Come prepared to each training session in proper workout attire and footwear (shorts, gym pants, T-shirt, sweatshirt, supportive sneakers).

### **Late Policy:**

Clients are responsible for arriving on-time to their training sessions. Trainers are obligated to wait only 15 minutes (10 minutes for 30-minute sessions). After 15 minutes (10 minutes for 30-minute sessions), the trainer is not required to lead the remaining time of the session and the session may be lost.

### **Package Expiration/Refund Policy:**

All personal training packages expire six (6) months from the date of purchase. All packages are non-refundable/non-transferable.

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Signature

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Date