



Adaptive Workouts

PAYMENTS AND CANCELLATIONS POLICY

The use of facilities, services, equipment or premises at Adaptive Workouts (a “**Studio**”), is a subject to the following Payments and Cancellations Policy:

- As your health and fitness professional, if Studio is unable to provide a trainer for the appointment with you for any reason and unable to give you at least **24 hours** notice, you will not be charged. You will receive one free personal-training session as a compliment.
- If you, as a Client, are unable to give your Studio trainer at least **24 hours** notice of cancellation, if you are late by over 15 minutes, or if you don't show for your appointment -- you agree to make a payment in full.
- To cancel or to reschedule your appointment please call us or leave a message at **650.733.9889** or email us at **fit@adaptiveworkouts.com**.
- All prepaid packages, offering a set number of training sessions, are non-refundable. All sessions, included in the package, must be completed within **three months** from the package purchase date.
- With our Special Monthly Memberships, to stay current and to stay a member, an automated payment will be posted **each month** using a credit card on file. We will attempt to reschedule sessions cancelled by you 24 hours in advance. There will be no carry over of cancelled sessions to the next month. Send email to **fit@adaptiveworkouts.com** to cancel any time. Upon cancellation, all sessions remaining in the current month are not refundable.
- When you cancel, we will attempt to reschedule to fit your needs, but our availability may be limited.

I have read, understood and agreed to this Payments and Cancellations Policy.

Client Name

Client Signature

Date