Cancellation Policy - Joint Fitness

Joint Fitness, LLC - Cancellation Policy

This Cancellation Policy outlines the guidelines for scheduling, rescheduling, and canceling personal training sessions with Joint Fitness, LLC. We aim to ensure fairness to clients and trainers while maintaining an effective and consistent training schedule.

## 1. Scheduling

* Training sessions will be scheduled by mutual agreement between the Joint Fitness Trainer and the Client.
* Clients are encouraged to maintain a consistent training schedule to optimize their fitness progress.

## 2. Rescheduling

* Clients may reschedule a scheduled training session provided they give a minimum of **24 hours' notice**.
* To ensure clarity and avoid any misunderstandings, all rescheduling requests must be confirmed by the Joint Fitness Trainer to finalize the new date and time.

## 3. Cancellation

* Clients are required to provide a minimum of **24 hours' notice** for any session cancellation.
* This advance notice allows our trainers to effectively manage their schedules and offer the time slot to other clients.
* All cancellations or rescheduling requests must be communicated by either:
	+ Calling **(206) 473-8143**
	+ Sending an email to **ChrisC@jointfitness.net**

## 4. Late Cancellations and No-Shows

* **Late Cancellations:** Any cancellation or rescheduling made with less than **24 hours' notice** may result in a charge of **50% of the scheduled session fee**, at the discretion of the Joint Fitness Trainer.
* **No-Shows:** If a Client fails to attend a scheduled training session without providing any prior notice, they will be charged the **full price of the session**.

## 5. Exceptions

* Joint Fitness understands that unforeseen circumstances and emergencies can occur. Clients facing such situations should contact their Trainer as soon as reasonably possible.
* Exceptions to this cancellation policy will be considered on a case-by-case basis and are subject to the discretion of the Joint Fitness Trainer.

## 6. Trainer Cancellations

* In the event that a Joint Fitness Trainer needs to cancel or reschedule a training session, the Client will be notified as promptly as possible and offered suitable alternative arrangements. These arrangements may include:
	+ Rescheduling the session at a mutually convenient time.
	+ At the Trainer’s discretion, providing an additional session at no extra charge to the Client.
* Clients will not be charged for any session that their Joint Fitness Trainer cancels.

By engaging in training services with Joint Fitness, LLC, you acknowledge and agree to adhere to this Cancellation Policy. We appreciate your understanding and cooperation in helping us maintain efficient and effective service for all our Kitsap County, Washington clients.