# Cancellation Policy for Joint Fitness, LLC

Effective Date: 12/12/2024

At Joint Fitness, LLC, we value your commitment to achieving your fitness goals and our trainers' dedication to helping you succeed. To ensure we provide the best service to all our clients, we have established the following cancellation policy:

## 1. 24-Hour Cancellation Notice

All clients must provide at least 24 hours notice for any cancellations or rescheduling of personal training sessions. This allows us to manage our schedules effectively and offer the time slot to other clients.

## 2. How to Cancel or Reschedule

Cancellations or rescheduling requests can be made by:

### Calling us at (206) 473-8143

### Emailing us at ChrisC@jointfitness.net

Please ensure you receive confirmation of your cancellation or rescheduling request to avoid misunderstandings.

## 3. Late Cancellations and No-Shows

### **Late Cancellations:** If you cancel or reschedule a session with less than 24 hours notice, you could be charged a fee.

### **No-Shows:** If you fail to show up for a scheduled session without prior notice, you will be charged the full session fee at the trainer's discretion.

## 4. Exceptions

We understand that emergencies and unforeseen circumstances can arise. In such cases, please contact us as soon as possible. Exceptions to the cancellation policy will be considered on a case-by-case basis at the discretion of your trainer.

## 5. Package Sessions

For clients who have purchased a package of sessions, late cancellations and no-shows will result in deducting the session from your package. Timely cancellations will allow you to retain the session for future use.

## 6. Trainer Cancellations

In the unforeseen event that your trainer needs to cancel or reschedule a session, we will provide you with as much notice as possible and offer alternative arrangements. You will not be charged for sessions canceled by your trainer and may be gifted a session in compensation.

## 7. Changes to the Cancellation Policy

Joint Fitness, LLC reserves the right to modify this cancellation policy at any time. Any changes will be communicated to clients in advance.

By scheduling a session with Joint Fitness, LLC, you acknowledge that you have read, understood, and agree to comply with this cancellation policy.

For any questions or concerns regarding our cancellation policy, please contact us at ChrisC@jointfitness.net.

Thank you for your understanding and cooperation.

Joint Fitness, LLC

www.jointfitness.net

(206) 473-8143

ChrisC@jointfitness.net