



Personal Training Cancellation Policy

1. **24-Hour Notice:** We require at least 24 hours' notice for any cancellations or rescheduling of personal training sessions. This allows us to adjust schedules and offer the time slot to other members. Cancellations and/or amendments can be made by the member directly through the Client Portal.
2. **Late Cancellations:** Cancellations made less than 24 hours before the scheduled session will result in the full session fee being charged, and the session will be considered used.
3. **No Shows:** If you do not attend a booked session without prior notice, the session will be forfeited, and the full fee will be charged.
4. **Emergency Cancellations:** We understand that emergencies happen. Please contact us as soon as possible if you need to cancel due to an unforeseen situation. Exceptions may be made on a case-by-case basis.
5. **Rescheduling:** If you provide more than 24 hours' notice, we'll gladly reschedule your session without any penalty. Rescheduled sessions must be booked within the current package period.
6. **Trainer Cancellations:** If your trainer needs to cancel or reschedule, they will provide as much notice as possible, and the session will be rebooked at a mutually convenient time.
7. **Package Expiry:** Please be aware that all session packages have an expiry date. Sessions must be used within this period, as unused sessions will not be refunded.

By booking a personal training session, you agree to this cancellation policy. We appreciate your understanding and commitment to making the most of your training experience.

