

## Policies and Procedures

- Sessions that are missed will be deducted from the number of sessions booked or billed accordingly.
- Lateness ... scheduled appointment time will be reduced.
- 24 hours notice: If you are unable to make an appointment 24 hours notice is required for sessions occurring Tuesdays through Saturdays. Should you reschedule for another session, later that same day, you will be charged for an additional session.
- Shared/group scheduled appointments will be charged as full sessions, whether all parties are present or not. Cancellations for shared/group sessions will require 24 hours notice as per the one-on-one cancellation policy.
- 48 hours notice: Because we are closed on Sundays, cancellations for Monday appointments will need to be made 48 hours in advance.
- N.S.F payments will be levied a \$25.00 charge.
- Fitness and nutrition sessions are valid for 1 year from date of purchase and are not refundable.
- Each staff member at One On One is hired (during and after his or her employment) under a written non-competition agreement. Unauthorized contact with the staff outside of studio premises is prohibited.
- I have read and agree to the above insurance release, policies and procedures of One On One Personal Fitness Instruction Inc.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Trainer's Signature

\_\_\_\_\_  
Date