



## PAYMENT, CANCELLATION & FAILURE TO SHOW POLICY

Stone Bodyworks (SBW) is committed to upholding an ethical standard of professionalism to personal training and is dedicated to assisting committed clients in achieving their results. SBW spends time preparing for each appointment by ensuring that the highest standard of service is delivered. SBW respects the time and availability of each client, expecting the same respect be reciprocated.

1. Payments for training sessions are accepted by cash or check. Checks will be made to Stone Bodyworks.
2. Payments are due on the day of service. If payment cannot be made in accordance with this policy, advance notice of 24 hours before the session date is required for arrangements.
3. All returned checks will incur a \$15.00 fee plus the fee assessed by the bank (\$35 per check), a total of \$50 to Stone Bodyworks.
4. Stone Bodyworks requires 24 hours advance notice prior to canceling or rescheduling all training sessions by phone. Clients who cancel or reschedule their appointment without proper notice will be assessed a full charge for the scheduled appointment.
5. Established patterns of failure to show for scheduled sessions will result in a re-assessment of ongoing services (determined case-by-case at the sole discretion of Stone Bodyworks).
6. Stone Bodyworks will provide refunds for the following specific circumstances –
  - Medical issues
  - Unforeseeable changes of schedule on the part of the fitness professional

I, \_\_\_\_\_, have read the aforementioned and understand and accept these policies as they relate to personal fitness training procedures with Stone Bodyworks.

Client's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Stone Bodyworks: \_\_\_\_\_ Date: \_\_\_\_\_