

## Tristan Deaves Training – Session Cancellation Policy

At Tristan Deaves Training, we are committed to providing personalized, high-quality training. To maintain efficient scheduling and respect the time of both our trainers and clients, we have established the following policy:

- **72-Hour Cancellation Window:** Please notify us at least 72 hours in advance to cancel or reschedule a session.
- **Full Charge for Late Cancellation:** Cancellations made within the 72-hour window will incur a full charge for the session.
- **No-Show Policy:** Failure to attend a scheduled session without prior notice will also result in a full charge.
- **Two Reschedules Allowed per Booking:** Clients are permitted to reschedule their sessions up to two times per booking. After two reschedules, any subsequent cancellations will result in the session being forfeited.
- **Emergency Exceptions:** Exceptions for emergencies will be considered on a case-by-case basis.
- **Trainer's Cancellation:** If a trainer cancels a session, the client will be offered an additional free session on their next booking.

**Policy Agreement:** By signing up for personal training sessions, clients agree to adhere to this cancellation policy.

**Policy Changes:** Tristan Deaves Training reserves the right to modify this policy at any time. Clients will be notified of any changes.

**Client Acknowledgment:** I have read and understood the Personal Training Cancellation Policy and agree to adhere to its terms.

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

Date: \_\_\_\_\_