

## **Cancellation Policy**

At Juno Fitness, all cancellations must be received at least twenty-four (24) hours prior to your scheduled training session in order to avoid being charged for that session. Clients who fail to cancel their session with twenty-four (24) hours notice will be charged for the cancelled session.

Juno Fitness understands that emergencies happen. As a result, we provide every client with one free short-notice cancellation. You will not be charged for your first cancellation with less than twenty-four (24) hour notice. Subsequent short-notice cancellations will be charged for the session. In order to be eligible for the free short-notice cancellation, Juno Fitness must be notified of the cancellation prior to your session start time. No shows are NOT ELIGIBLE for the one free cancellation.

If you need to cancel a session, please call us at (510) 909-2297 immediately!

## **Package Policy**

Purchasing sessions in a package of four (4) or eight (8) sessions, ensures that time slot is booked for you, no other client can take that slot.

All packages must be used within three (3) months of purchase. The only exception to this policy is if you are injured or sick and provide a doctors note.

## **Refund Policy**

Juno Fitness strives to provide the best possible service to our clients. If for any reason you are not satisfied with our services, we will be happy to issue you a refund for services not performed.

If you have paid for a package in full, you will be refunded for unused sessions and services.

**I have read and agree to the above policies.**

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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