



## Cancellation, Late Arrival & Reschedule Policies

Last updated on August 27, 2018

Please review and sign below, then return to Bryce Atkins.

1. **12 hour Cancellation Notice:** With the exception of inclement weather causing adverse driving conditions, emergencies, and pre-existing agreements, all clients that need to cancel an appointment will be asked to do so with a 12 hour notice, or forfeit the cost of that session. On the flip side of this equation, Legacy Life Fitness/Bryce Atkins commits to do the same 12 hour cancellation notice for you, barring the same exceptions. If these requirements are not met, then your next session is free.
2. **Late policy for scheduled sessions:** If you are late to your scheduled session, your session time will be shortened to accommodate this. If you are more than 15 mins late for a scheduled session, without notification, you will be charged for the entire session, and may also forfeit the remaining session time. To ensure my commitment to you, I pledge that your next session will be free if I am more than 15 mins late, without notification, to a scheduled session. I will also work to reschedule your session if I am late and the allotted time is no longer adequate to complete the entire session.
3. **Rescheduling Sessions:** Sessions may be rescheduled during the same week if: 1) proper notification has been given for cancelling a session and 2) A suitable time may be find for both parties.

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

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CLIENT (signature)

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DATE

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CLIENT (print name)