

FIT MONKEYS

Scheduling & Package Acknowledgment

At Fit Monkeys, we are committed to providing high-quality, individualized training and maintaining a consistent schedule for our clients. Appointment times are reserved specifically for each client. Please review and acknowledge the following scheduling and package policies.

1. 24-Hour Cancellation & Rescheduling Policy

I understand that Fit Monkeys requires at least **24 hours' notice** to cancel or reschedule a scheduled appointment.

- Appointments canceled or rescheduled with **less than 24 hours' notice will be charged as a completed session.**
- With at least 24 hours' notice, a client may request to reschedule a session without penalty.
- Providing sufficient notice to cancel or reschedule an appointment **does not guarantee that another appointment will be available that week.**
- Rescheduled and make-up appointments are subject to the trainer's availability. Because another appointment time was not previously reserved for the client, Fit Monkeys cannot guarantee that the client's and trainer's schedules will align for a make-up session.

This policy allows us to reserve dedicated appointment times for each client while maintaining a consistent schedule for all clients.

2. Late Arrivals

I understand that my scheduled appointment time is reserved specifically for me.

- If I arrive late, my session will still end at the originally scheduled time so that appointments following mine can begin on time.
 - A late arrival does not qualify for a refund, credit, or extension of the session.
 - If a late arrival leaves insufficient time to safely or reasonably conduct the session, the appointment may be considered a completed session.
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3. Package Usage & Expiration

I understand that Fit Monkeys session packages are designed around a consistent training schedule.

Standard 4-Week Usage Period

Packages are intended to be completed within **4 weeks of the first session in the package**. This schedule supports consistency and allows Fit Monkeys to reserve recurring appointment times for clients.

8-Week Maximum Package Period

Fit Monkeys provides an additional **4-week grace period**, allowing a maximum of **8 weeks from the first session of the package** to use any remaining sessions.

Any sessions remaining after the 8-week period will expire.

During this period, clients may make up unused sessions by:

- Scheduling a make-up session at another available time;
- Training more than once during a particular week; or
- Using remaining sessions during the additional grace period.

All make-up and additional sessions are **subject to the trainer's availability and are not guaranteed**.

4. Package Refunds

I understand that session packages are purchased as a commitment to a series of training sessions and that the following refund policy applies:

- **Sessions that have already been used are non-refundable.**
- Sessions charged as completed sessions under Fit Monkeys' 24-hour cancellation policy are considered used sessions and are non-refundable.
- **Unused and unexpired sessions may be refunded upon request, subject to the terms below.**
- If a package was purchased at a discounted per-session rate, any sessions already used will be recalculated at the **applicable single-session rate in effect at the time the package was purchased**. Any remaining balance after that adjustment will be refunded.
- **Expired sessions are not refundable.**

- Any third-party payment processing fees that are not returned to Fit Monkeys as part of the refund may be deducted from the amount refunded.

Refunds apply only to the unused, unexpired value remaining after any applicable adjustments described above.

5. Trainer Illness, Travel & Unavailability

Clients will not lose package time because their trainer is unavailable.

If the trainer is unable to provide scheduled training due to **illness, planned travel, or other trainer-related unavailability**, the affected time will not count toward the client's package expiration period.

The package expiration date will be extended accordingly so that the client retains the time they otherwise would have had to complete their sessions.

Sessions canceled by the trainer will **not** be deducted from the client's package.

6. Acknowledgment & Agreement

By signing below, I acknowledge that I have read, understand, and agree to the Fit Monkeys scheduling, cancellation, rescheduling, late-arrival, package usage, expiration, and refund policies described above.

I understand that these policies apply to my current package and to future session packages purchased from Fit Monkeys unless I am provided with updated policies in writing.

Client Name:

Client Signature:

Trainer Signature:

Date:

