

MTB Booking and Cancellation Policy

Booking and Payment

Full payment is due upon registration for any session, program, or camp. Your space is not confirmed until payment is received.

All participants are required to complete a Release of Liability Waiver and Intake Form prior to beginning any session, program, or camp.

Participants will receive information relating to their session, program, or camp no later than **48 hours prior to the start date**.

Cancellations

Cancellations made **22 days or more** prior to the start date will receive a full refund minus a **5% administration fee**.

Cancellations made **15–21 days** prior to the start date will receive a refund minus a **20% administration fee**.

Cancellations made **8–14 days** prior to the start date will receive a **50% refund** of the session, program, or camp cost.

Cancellations made **within 7 days** of the start date are **non-refundable**.

Strand Training reserves the right to cancel any session, program, or camp due to inclement weather, insufficient bookings, or events beyond our control. In these cases, alternate dates will be arranged or a full refund will be provided.

Changes

Changes to registrations may be made **8 days or more** prior to the start date and are subject to a **20% administration fee**. Changes must take place within the same calendar year as the original booking and are subject to availability.

Missed Sessions / Transfers

If part or all of a session, program, or camp is missed for any reason, it cannot be transferred to another session, program, or camp.

Transfers of a session, program, or camp to another person are not permitted.

Tardiness

Clients arriving late will receive the remaining scheduled session, program, or camp time unless prior arrangements have been made with the coach.

Credits / Session Packages

If a credit is issued or a session package is purchased, all sessions and/or credits must be used within **1 year from the date of purchase**. Sessions and credits are void after this period.

Personal Training Booking and Cancellation Policy

Booking and Payment

Full payment is due upon booking. Your space is not confirmed until payment is received.

All clients are required to complete a Release of Liability Waiver and Intake Form prior to beginning training sessions.

Cancellations and Changes

A minimum of **48 hours' notice** is required to cancel or reschedule a session in order to receive credit. Failure to cancel within this timeframe or failure to attend a session will result in the session being charged in full.

Cancellations within the 48-hour timeframe due to events beyond your control will be reviewed on an individual basis and may receive session credit, minus a **\$25 administration fee**.

No refunds will be issued for any reason, including but not limited to relocation, illness, or unused sessions.

Package Expiry

Personal training packages must be completed within:

- **3 months** for a 10-session package
- **6 months** for a 20-session package

Sessions are void after these time periods.

If a package includes online delivery, accounts cannot be paused due to illness, injury, or vacation. Any in-person sessions included must be completed within **4 months** of purchase. Sessions are void after this period.

Strand Training reserves the right to cancel any session due to events beyond our control. Alternate dates will be arranged or a full refund will be provided.

Tardiness

Clients arriving late will receive the remaining scheduled session time unless prior arrangements have been made with the trainer.

Virtual Programs

There are **no refunds** offered for virtual programs for any reason.

Accounts cannot be paused due to illness, injury, or vacation.

Transfers between programs are not permitted.