

## **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 will be required to fill in a Release of Liability Waiver and Intake Form before beginning any session, program or camp.

Participants will receive information relating to their session, program or camp no later than 48 hours before scheduled date.

### **Cancellations**

Cancellations made 15 days or more prior to the start date of your session, program or camp will be offered a refund minus a 20% administration fee.

Cancellations within 14-8 days of the start date of your session, program or course will be offered 50% of the session, program or camp cost.

Cancellations within 7 days of the start date of your session, program or course will not be offered a refund.

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

### **Changes**

Changes can be made to your registration 8 days or more prior to the start date of your session, program or camp and will be subject to a 20% administration fee. Changes must take place in a calendar year 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 allowed.

### **Tardiness**

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

## **Credits / Session packages**

If a credit is issued or session package is purchased, the expiration policy requires completion of all sessions and/or credit within 1 year from the date of purchase. Sessions or credit are void after this time 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 will be required to fill in a Release of Liability Waiver and Intake Form before beginning training sessions.

### **Cancellations and changes**

48 hours' notice is required for a cancellation or rescheduling in order to receive credit for the session. Failure to cancel within this time frame or failure to show up for a session will result in the client being charged for the session.

Cancellations that happen for events beyond your control within the 48-hour time frame are reviewed on an individual basis and may receive credit for the session, minus a \$25 administration fee.

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

If a package is purchased, the expiration policy requires completion of all personal training sessions within 6 months from the date of purchase. Sessions are void after this time period.

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

### **Tardiness**

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

## **Virtual Programs**

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