



**One-On-One
Personal Training
And
Group Fitness
Provider**

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Corporate
Residential
Private
In-Home

Fitness Fun
For All Ages, Shapes
and Sizes.

A Division of
**Island Fitness
Express Inc.**

Session Cancellation and No Show Policy

Updated January 1, 2012

- I. In the event that your Fit-X San Diego trainer is sick or has an emergency, a substitute trainer may be provided. If a substitute is not available and you are given less than 24 hours notice by Fit-X San Diego to cancel your session, your next session will be provided by your trainer at no charge.
- II. In the event that a client must cancel a session with less than 24 hours notice, the client will be assessed a \$10.00 cancellation fee. This fee will be assessed on your next scheduled invoice.
- III. In the event that a client cancels a session with less than 60 minutes notice or no-shows with no previous notice, the full value of the session will be charged to the client. The client may either pay this fee at their next session or ask that it be charged to their Fit-X San Diego account.
- IV. Excessive session cancellations or no shows may lead to reconsideration of future scheduled sessions, client status, and cancellation charges.
- V. This policy is subject to change with notice and implemented or amended at the discretion of the trainer upon discussion with the client.

If you have questions regarding this policy,
please contact the Fit-X San Diego office at 858-715-8611.