

CLIENT POLICY

ASSESSMENT

Each new client is required to complete a PAR-Q and health fitness assessment form prior to his/her initial evaluation. There are no exceptions.

CANCELLATION POLICY

Lori Michiel Fitness requires 24 hours notice, if the client is unable to make their scheduled appointment for ANY reason.

POLICY

If you need to cancel a session please call and cancel 24 hours in advance. Should you cancel the same day as your session, you **WILL** be charged your normal rate for that session. If less than 24 hours' notice is given for a change/cancellation, the client is responsible for payment in full for the missed session at time of their next session at the latest. Multiple cancellations 3 (other than exceptions noted below) within 30 days are subject to cancellation by *Lori Michiel Fitness*.

EXCEPTIONS

There are some exceptions to the same day cancellation policy. These would include such things as: car accidents, medical/dental emergencies, death in the family, etc. If you or your children wake up sick on the day of the session and you cancel, you will still be charged. Cancellations for the following are NOT exceptions: forgetting, traffic, etc.