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. More than three cancellations (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. Cancellations for the following are NOT exceptions: forgetting, traffic, etc.