



Client Agreement

Policies and Procedures

Length of sessions and appointment times: Each training session is based on a 30-minute workout for one-on-one or couples training sessions and a 60-minute workout for small group training sessions. To get the most out of our efforts, please be ready to exercise at the appointed time. If you are more than 15 minutes late for a scheduled session, it will be considered a no-show and you will be charged.

Cancellation policy: All sessions are arranged on a scheduled appointment basis. In order for effective use of time, all clients are asked to give adequate notice when canceling an appointment. One-on-one or couples training sessions must be canceled at least 24 hours prior to their scheduled times. Small group training sessions must be canceled at least 4 hours prior to their scheduled times. Sessions canceled *without* adequate notice will be billed at the normal rate of a single session and deducted from your account.

Expiration of sessions: You have your full allotment of monthly sessions available to use within each billing cycle. If you fail to complete your monthly allotment of sessions within a billing month, you forfeit the unused sessions.

Scheduling: The current way that memberships are set up is to give you access to a set number of classes or sessions per week. The membership prices are based on a 4-week month. The price for a 2x/week membership, for example, was chosen with 8 sessions in mind. However, many months of the year have 5 weeks (like December). For this reason, the system allows you to book more than 8 sessions in a month. This is to accommodate the longer months so you still get access to your desired number of sessions per week. In effect, on long months you receive 2 free sessions (sticking with our example of a 2x/week membership).

Technically speaking, you can book 10 sessions in a short month because the system has no way of adjusting for these months. We rely on an honor code and trust that clients will not abuse the loophole in the system. Life happens, of course, and clients often have to reschedule sessions. You are more than welcome to move around your sessions, even if that means you have 3 sessions in a week to make up for a week you only had one, for example. For small group classes, this means you are welcome to attend ANY class that is offered—not just the class at your regular time slot. Failing to attend small group training classes at their scheduled times, however, does not entitle you to one-on-one training at any time. One-on-one training packages must be purchased separately.

Putting a "hold" on your training. To accommodate stretches of time where you may be out of town or unable to get to the studio, you can put a "hold" on your training. **The minimum length of time for a hold is 3 weeks.** Clients who are committed to 12-month programs are permitted to put a hold on their training 2 times maximum. Clients who are committed to 3-month or 6-month programs are permitted to put a hold on their training 1 time maximum.

Studio Closures: Sweet Momentum may be closed throughout the year for events such as holidays, vacations, continuing education that we must attend, sickness, or other unforeseen circumstances, though we try to keep the schedule as steady as possible. In the event that your class or regular time slot becomes unavailable due to studio closure, you are welcome to reschedule your session(s) within your billing month or attend a different class, but that responsibility is left up to the client. The months where you are receiving free sessions because of the calendar is our way of balancing out the occasional hurdle that studio closures may cause.

Release of results upon program completion: Client photos and testimonials are requested upon completion of the first 3 months of training.

Use of nutritional supplements: To guarantee safety, we request that all clients do not use any potentially dangerous stimulants like "diet" or "fat burning" pills of any kind.

Teen Training: Teen Training memberships are sold as a 4-pack of sessions, expiring **2 months** from date of purchase. For Teen Training class-pack memberships, a new class-pack will automatically be renewed at the completion of current package. Auto-renewal will end with written notice of cancellation one week prior to end of current package. Each training session is a 60-minute workout, similar to small group training sessions. To get the most out of our efforts, participant should be ready to exercise at the appointed time. If participant is more than 15 minutes late for a scheduled session, it will be considered a no-show and you will be charged.

All sessions are arranged on a scheduled appointment basis. In order for effective use of time, all clients are asked to give adequate notice when canceling an appointment. Sessions must be canceled at least 4 hours prior to their scheduled times. Sessions canceled without adequate notice will be billed at the normal rate of a single session and deducted from your account.

Yoga: Yoga memberships are sold as single class, 5-class, or 10-class packages. 5-class memberships expire **2 months** from date of purchase. 10-class memberships expire **4 months** from date of purchase. To get the most out of our efforts, participant should be ready to exercise at the appointed time. If participant is more than 15 minutes late for a scheduled session, it will be considered a no-show and you will be charged.

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