

Policies we Uphold without Exception (in effect 03/01/2010)

Reservation and Payment

At PhysiCore, secure your scheduled sessions with advanced payment. This policy establishes priority for your scheduled slot(s); however, if you do not commit via payment, have not been consistent with attendance for the reserved time or decide to cancel, the slot may be given to someone else, at the discretion of PhysiCore staff. Arrive no sooner than 5 minutes prior to your scheduled time and use only the waiting area and restroom until your trainer is ready for you to begin. The safety and privacy of our clients is our first priority. As a small business, checks and cash are preferred, although we also accept Visa, MasterCard, and Discover. A credit/debit card must remain on file and authorized for late cancellation and no-show billing.

Client Initials

Session Format

- *Private:* Private sessions are 55-minutes in length for full or 30-minutes for half sessions. They are conducted in the format of your choice.
- *Semi-Private:* Semi-Private sessions are 55-minutes in length, in a preset format, based on the needs of both participants. If one partner is consistently absent from scheduled sessions, the PhysiCore trainer may ask the remaining partner convert the slot to a private session with the applicable rate change, unless the partner is present.
- *Group:* Group sessions consist of three to four participants on a regular basis and are 55-minutes in length in a preset format. If the scheduled Group consistently has just two participants, the PhysiCore trainer may ask that the remaining participants convert the slot to a Semi-Private session with the applicable rate change.
- *Class:* Class sessions consist of four or more participants on a regular basis, with use of small equipment in a preset format. Length of sessions are based on format and can be found on the current schedule. Class sessions are reserved in advance with prepayment. PhysiCore staff may elect to cancel a Class session on the schedule if participation is low for several weeks.

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Cancellation

Notice of cancellation is acceptable by phone call to the trainer or studio:

- **12 hours** prior to the scheduled start time, with no cancellation fee imposed;
- **4 to 12 hours** prior to the scheduled start time will result in a 50% charge;
- **less than 4 hours** prior to the scheduled start times (9am or later) **OR**
less than 1 hour in advance for sessions beginning 8:00 am or earlier will be charged 100% of the session rate

Due to potential complications, your email notification is not sufficient for cancellation unless received **and** acknowledged by your trainer prior to the 12 hour window. In order to maintain the unique training format found only at PhysiCore studios, your efforts for consistent attendance and ample notice are appreciated, as we strive for our mutual success.

Client Initials

Refunds

Refunds are given with a physician's note (minus a 5% processing charge), stating you are unable to continue with any fitness or wellness program; otherwise, we are able to adjust your training to accommodate your injury, either incorporating or avoiding the injured area, per instructions from your physician or physical therapist. We will also place unused funds "on hold" for a maximum of 30 days, for any reason, and try our best to place you in your preferred training slot upon your return.

Client Initials

Studio Closure and Coverage

Our studios are open by appointment only. PhysiCore will notify clients of closures due to Holidays and inclement weather. You will be provided adequate notice of these closures. If your trainer is unavailable for your scheduled session at any time, every attempt will be made for coverage by an experienced PhysiCore instructor.

I have read, understand, and agree to the policies set forth in this statement.

Printed Client Name

Date

Signature (parent/guardian if client under age 18)