



## **Policies**

### **Personal Training**

#### **Billing Policy**

Empower Personal Training accepts payment in full at the time of service. For clients' convenience packages of our services may be purchased on a pre-pay basis. Empower Personal Training accepts cash, checks made payable to Empower Personal Training, LLC, MasterCard or Visa. A \$25 fee will be assessed on returned checks

#### **Refund Policy for Personal Training Packages**

In the event a Client elects to cancel his/her Preferred Personal Training Package, the client will be refunded 50% of the value for all unused sessions based on the package purchased. Clients that have not paid in full for their Preferred Personal Training package will be charged 50% of the value of the unused sessions at the time of cancellation.

#### **Absence of Assigned Trainer**

Clients will be assigned another trainer should their trainer be absent due to illness, vacation, or resignation/termination of employment from Empower Personal Training.

### **Annual Commitment Packages**

#### **Cancellation Policy and Fees:**

In the event a Client elects to cancel his/her annual training package, or any part thereof, the client shall be charged and authorizes Empower Personal Training LLC to charge or draft against the Client's credit card as follows:

- Upon cancellation, the Client will be charged a one-time cancellation fee of \$150.00 (One Hundred and Fifty Dollars).
- Upon cancellation, the Client shall be liable for the price difference between the annual commitment package pricing listed above and the next lowest Preferred Personal Training Package pricing for all used sessions. For example, a Client who has used 60+ sessions will be charged at the 60 session preferred rate, while a Client who has used less than 60 sessions will be charged at the 40 session rate, and so on.
- Upon cancellation, the Client shall be liable for the published monthly membership fee for all months or parts thereof used during the annual commitment.
- A notice of cancellation must be received no later than the 25<sup>th</sup> day of the month in which cancellation is intended. Failure to issue timely notice will result in additional monthly draft/charges, which shall be non-refundable.

## **Monthly Membership Options**

### **Billing**

Empower Personal Training accepts two forms of payment for all monthly membership options including exclusive monthly memberships and the Empower Fit Club.

### **Policies**

- 1) Automatic draft- Your credit card will be automatically drafted on the first day of each month.
- 2) Advance payment- You may choose to pre-pay for the whole year and receive a savings discount of \$60.

### **Temporary and/or Permanent Cancellation**

If you choose to suspend or terminate the monthly membership (either for the next month or permanently), please notify your trainer by the 25th of the preceding month to suspend or cancel the recurring payment.

## **Enrollment Based Programs**

### **Billing Policy**

Empower Personal Training expects pre-payment for all enrollment based programs and services.

### **Refund Policy**

Empower Personal Training does not offer refunds on enrollment based programs and services.

### **Class Cards**

#### **Billing Policy**

Empower Personal Training expects pre-payment for all class cards.

#### **Refund Policy**

In the event a Client elects to cancel his/her pre-paid class card, the client will be refunded 50% of the value for all unused sessions based on the package purchased.