

Dear Valued Client:

We thank you so much for choosing us to assist you on your quest towards your personal best.

We wanted to take a moment to remind you of our cancellation policy. First, we wanted to let you know that this policy is as important for you as it is for us. A strong cancellation policy keeps you accountable and ensures that you keep the commitment to yourself. It is this type of consistency that will get you great results. A cancellation policy is also important for us as a business. When you make an appointment with your trainer, we reserve that time for you. Your trainer spends time preparing for your session and some of our trainers drive quite a distance to be sure they're here for you. When a client cancels on short notice, it is impossible for us to make a connection with another client who could possibly take that appointment.

As a reminder, here is the cancellation policy as stated in your Client Agreement:

*I understand that Northwest Personal Training and Fitness Education operates on a scheduled appointment basis for all Private Training sessions and thus, requires that I provide 24 hours notice when canceling an appointment. No charge will be levied should I cancel with MORE than 24 hours notice given. Should I cancel a session with LESS than 24 hours prior notice, I will be charged in full for that session. I understand that Northwest Personal Training and Fitness Education recommends that all cancelled sessions be rescheduled to ensure consistency and fitness progress.*

As a small business it is important for us to enforce our 24 hour cancellation policy.

We are sympathetic and understand that things come up that may force you to cancel unexpectedly. In the event of a short notice cancellation, your trainer will use that time reserved for you to do something for you. For example, your trainer may research a health and fitness topic of interest to you. Or perhaps, they could design a new exercise program or outline some exercises you can do at home. Or they may use the time to brainstorm some new goals or pull together a report of your progress. You could also ask them specifically to work on something for you during that time. We want you to know that when you do have to cancel without 24 hours notice, we will use that time for you.

Thank you so much for your understanding. If you have any questions or concerns, please feel free to chat with any of us personally.

Yours in health and fitness,

*Northwest Personal Training*