



Naxos Strength & Conditioning LLC

Terms and Conditions

Please Read Carefully!

1. Scheduling

Naxos Strength & Conditioning uses a month-to-month billing/scheduling cycle. So, **all training sessions** are scheduled, **in advance**, in **four or five-week** billing cycles (depending on how that month falls on the calendar). All desired session **dates and times** must be pre-determined for the **entirety** of each billing cycle. While we do require that you schedule your sessions in advance for each billing cycle, we **don't** require that you train on the **same days and times** each week of that billing cycle. For example, if you train on Monday and Wednesday at 5pm the first three-weeks of your cycle, but need to train Tuesday and Thursday at 4pm on the final week of the cycle, **that is permitted** (assuming the desired slots are **available**). Also, prior to your next billing cycle, if you know you will be out of town or unable to train certain days/weeks, we can **prorate** your bill for that cycle to reflect that. We are available for training **Monday to Thursday 6am-8pm** and **Friday 6am-6pm**. All sessions last **one hour** each. We **do not** offer any training slots on the **weekends**.

2. Billing

All scheduled training sessions must be paid for **in-advance** and **in one lump sum** payment. You will receive an invoice for each billing cycle, it is **your responsibility** to confirm the scheduling and billing information on your invoice is **correct**. Payment is accepted in the form of: **Cash, Check, Zelle, Credit, Debit, through Venmo, or Cashapp**. If you choose to pay with a **credit/debit card, or through Venmo** there is a **1.5%** processing fee. Specific payment information can be found on the bottom of your invoice. In the event payment is not received, in its **entirety**, by the date of your first scheduled session for that cycle, you will **forfeit** your session for that day and **any remaining sessions** scheduled for that cycle. Also, we reserve the right to **raise our rates** at any time, but **guarantee** you will be notified prior to your next billing cycle.

3. Cancellation and Rescheduling

Refundable cancellations will **only** be allowed in the event of hazardous travel conditions defined as: snow **greater** than 2", icy roads, freezing rain, flooding of local roads, hurricane, tropical storm, earthquake, tornado, or winds over 40mph. These conditions **must occur on the day** of your scheduled training session to warrant a valid cancellation. For any missed sessions due to hazardous travel conditions, you have the option to reschedule or receive a refund for that/those session(s). If you need to miss any session(s) for **any other** reasons, **including illness or emergencies**, they must be rescheduled and completed by the end of the billing cycle (date of the last scheduled session for that cycle). If there is no mutual availability to reschedule by the end of that billing cycle, you will **forfeit your payment** for that/those session(s) and no makeup opportunity will be provided. It is at our **sole discretion** to allow session rescheduling; we reserve the right to refuse a request for a rescheduled session for any reason. If you train with a partner in the **2-on-1** session format **both parties** must agree to reschedule if it is needed. If only one party needs to reschedule or both parties require separate sessions dates and/or times for said reschedule, it will be classified as a 1-on-1 session, and therefore fall under 1-on-1 session pricing. As a result, the difference in cost of the original 2-on-1 session rate and 1-on-1 session rate will be billed to you on your next invoice.

4. Tardiness

In the event that you are more than **15 minutes late** to any scheduled training session, you will **forfeit** the remainder of your **time and payment** for that session. Should you arrive between **1-14 minutes late** to your scheduled session, that time will be **deducted** and your session will still end at its **originally scheduled time**.

5. Injury

Injuries are an inherent risk with all forms of sport and exercise. While we hate to see one of our clients get hurt, if you are injured, whether it be during a **training session with us** or in a **private circumstance**, no refunds will be provided for any incomplete training session(s) as a result.

6. Canines

Our training studio is located on a residential property where **there are canines**. We are diligent about keeping them **secured and separate** from our training space. Occasionally, a dog **may bark** when they hear clients entering our training studio. While we take pride in keeping our training studio pristine, we cannot guarantee there will be no **dog fur** in the air or on some surfaces in the training studio. If you have **allergies, phobias**, or otherwise prefer **not to be exposed** to a canine in any fashion, you must use our service at **your own risk**.

7. Behavioral Conduct & Expectations

Our service is for people who are **serious** about improving themselves and their health & performance. We expect **all our clients** who use our service to show up to all sessions, on time, with a good attitude and in appropriate athletic attire. Clients who: repeatedly miss sessions, are tardy, threaten, are rude, or are disrespectful to the coaching staff or to other clients, do not take their training seriously, and do not align with our mission of creating a safe, positive, growth-oriented environment can be **dropped from our program and refused service at any time**. In the event you are dropped from our program you **will not be refunded for any missed training sessions as a result**.

By checking this box, you state you have **read** these terms and conditions and you **fully** agree to them

☐ Yes, I have **read** these terms and conditions and I **fully** agree to them

Participant Full Legal Name: _____

Participant Signature: _____

Date: _____