

Dear Fabulous Walk On Clients

This is a vital note about your training sessions. As foreshadowed last week we now have a scheduling and cancellation policy. Please read it carefully and if there is anything you would like to clarify, please just ask.

SCHEDULING AND CANCELLATION POLICY GUIDELINES

As we grow, scheduling and accommodating everyone's needs is becoming increasingly tricky. We try to please everyone by ensuring we can meet demand for sessions as effectively as possible. It would assist us immensely if you could please adhere to these guidelines.

1. If you need to change your session time or cancel it completely please **CONTACT EMMA ON: 0421 056 054**. PLEASE PUT THIS NUMBER IN YOUR PHONE.
2. Please leave a message OR TEXT HER IF THE PHONE ISN'T ANSWERED. This is critical.
3. Please **DO NOT CALL THE GYM OR LEAVE A MESSAGE WITH ANYONE ELSE** as this does not constitute advising Walk On that you are unable to attend your session.
4. If "this life" gets in the way and you need to cancel your session at the last minute (that is, within the 24 hours immediately before your next session) we will also cancel your future sessions - UNTIL you contact Emma on the mobile number above to confirm your next attendance. This will save you contacting us five times if you need to skip five sessions.
5. If you face a prolonged break from training you may need to do some rescheduling when you return. We will try to avoid this happening but it may occur due to demand.
6. Please give Emma as much notice as you can when you would like to book in your next session after a break from training as it can take several days to place you back in the schedule where you want to be.



7. **FAILURE** to attend a session **WITHOUT NOTICE** (that is, message or phone call a **MINIMUM** of 24 hours before your session) will mean we charge you the normal training fee **UNLESS** we are able to rebook your session with another client.
8. The more notice you give us, the more likely it is that we can fill your session so it's up to you.
9. We try to keep training costs as low as possible but we cannot do this without your co-operation.
10. So if you're just being slack it'll cost you, sorry.
11. **ACCIDENTS** happen, we completely understand that. If an accident occurs in the **FIRST HOUR** of a session, we will only charge you for that hour. If it occurs in the **SECOND HOUR** of a session, we will charge you for both hours.
12. **PLEASE** arrive 5 minutes **BEFORE** your session begins to give you time to prepare.
13. Time lost at the beginning of your session **CANNOT** be made up at the end if you are late.
14. Trainers need the time at the end of your session to document your progress and to prepare for the next session.

Thanks so much for your support and understanding!

THE WALK ON TEAM
Monday 15 December 2008