



Training Services Terms and Conditions **Rescheduling, Payments, Interruption of Service & Cancellation**

1. All monthly agreements will auto-renew keeping the same membership option, unless notified. TO CANCEL or CHANGE your membership, please communicate to the PSTS Office staff ASAP, or a minimum of 48 hours before the agreed upon billing date, to prevent continuation. Additionally, you will receive a notice of upcoming payment to the primary email account 5 days before the upcoming bill is due. Call 616-805-4054, or email info@powerstrengthpro.com to make the necessary alterations. After the 2nd of each month, missed or late payments could be subjected to a 10% penalty.
2. Rescheduling / cancellation of any session requires a minimum of 2hrs notice to avoid charges for that session. This cancellation should be reflected in Zen Planner scheduling software. (In case of emergency, please email info@powerstrenghtpro.com to regain this session)
3. Sessions do not rollover from month to month. All sessions must be completed within the current month and follow a "use them or lose them" policy. There are no refunds for unused or missed sessions. Regarding #1, it's imperative to be proactive when making membership adjustments for the upcoming month if needed.
4. If by any reason of permanent disability, the participant is unable to complete the training program, he/she shall be relieved of the obligation of making payment other than for the services performed prior to onset of disability.
5. If the athlete does not attend any sessions for 15 consecutive days without appropriate notice, ALL sessions are subjected to being cancelled without refund. Remaining schedule will be fulfilled until specified end date, and/or the athlete could be dismissed from the program.
6. If the athlete does not show consistent efforts towards training/nutrition/punctuality/ than he/she could be dismissed from training program- voiding the remaining training schedule and the minimum payment schedule will be completed. PSTS has the right to refuse further service, or discontinue service, to any client that does not fulfill the agreed upon commitments.
7. ILLNESS POLICY- For illness lasting 10 days or longer, PSTS must be notified with a doctor's note, during that month, in order to enact an approved 'grace period'. This 'grace period' will allow PSTS the option to roll-over the missed sessions to following month as needed. VACATION: there is no grace period for vacation. Clients should be pro-active in planning their training schedule and memberships around vacations ahead of time.
8. Payments will be collected on the 1st of every month (or date that is specified) for as long as specified in the agreement. If an athlete begins training in the middle of the month, a pro-rated payment based off the first month's rate will be collected.
9. In the case of insufficient funds a \$10 re-processing fee will be collected along with the payment. Any returned checks will be re-processed with the return fee applied to the bill.
10. To pay in cash or check, 3-months or 12-months paid-in-full are required.
11. PowerStrength Training Systems reserves the right to cancel all sessions should severe weather occur, a national holiday, an emergency, or bizarre scheduling issue arise. PowerStrength Training Systems facilities close on, and/or around, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, and New Year's Day. Holiday gym closings will be communicated ahead of time for clients to make scheduling adjustments as needed.

Thank you for making it a pleasure to serve you!