



**Cancellation Policy:** We require at least 24 hour notice of any cancellations or rescheduling since our trainers are given their schedule in advance. Clients will be charged if there is a **cancellation, no-show, or reschedule** within 24 hours of that session's start time. With that said, they travel a significant distance to be here based off of the schedule provided. This also enable us to reach out to other clients on a waiting list to fill that spot. As most businesses charge full price for late cancel or missed appointments, 1 More Rep will only be charging **\$30 fee for 30 minute lessons** and a **\$60 fee for 60 minute lessons**. All fees must be paid before the next scheduled appointment. This new policy will be effective September 1, 2019.

**Small Group Sessions:**

All small group pricing is based on the number of athletes participating. Unless the whole group cancels prior to at least 24 hours before start time of session, a \$60 fee will be apply. If one individual for that group cannot attend, that lesson cannot be made up.

**Team Clinic & Classes:**

All team clinics are booked in advance with a set start and end date. This means that there are no additional sessions after the clinic ends where a player could make up a day that they missed. Also the price is based off of the number of players. Therefore if a session is missed there are no makeups.

Classes are limited to a certain number of athletes and since the classes are heavily discounted, the full charge does apply if not canceled prior to the 24 hours before start time.

**If there are any questions regarding this new policy, please do not hesitate to ask management or staff.**

**1 More Rep Staff Management**

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