

Refund and Cancellation Policy

This policy explains session cancellations, payment credits, and refunds. It supplements your service agreement and does not replace legally required contract terms or cancellation notices.

Payments and legal rights

Payments are generally non-refundable, except where applicable law or your service agreement requires a refund. Statutory cancellation and refund rights take priority over every provision below, including the 24-hour rule and any session forfeiture.

Session cancellations and rescheduling

Please give at least 24 hours' notice before the scheduled session start time. When timely notice is given, you may request that the payment be held as a credit toward your next available, mutually agreed session. Rescheduling is subject to availability. Send your request through the contact method used to arrange your training and retain a copy of your notice. This does not restrict any legally permitted method of canceling your contract.

Late cancellations and missed sessions

A cancellation less than 24 hours before the session, or a no-show, generally results in that session being counted as used, with no refund or credit, only to the extent permitted by law. Exceptions may be granted for genuine, unavoidable emergencies, considered case by case. Contact Own Your Outcome Fitness as soon as reasonably possible. An emergency exception on one occasion does not require the same exception in the future.

Discontinuing services

If you decide to stop services, notify Own Your Outcome Fitness. Payments for services already provided are generally non-refundable. Unused prepaid amounts will be handled under applicable law and your service agreement; they will not automatically become a cancellation fee. Any legally required refund will be provided within the applicable deadline.

Cancellations by Own Your Outcome Fitness

If Own Your Outcome Fitness cancels a session, you will not lose that paid session. Your payment may be applied to a mutually agreed replacement session. If a replacement cannot be agreed upon, the payment for the canceled, unprovided session will be refunded. Any broader refund rights required by law remain available.

Client acknowledgment

I have received and read this policy. I understand that it does not waive any cancellation, refund, or other consumer rights that cannot legally be waived. My signature acknowledges this policy, not a waiver of those rights.

Client name: _____

Client signature: _____ Date: _____