A close up of a clock

Description automatically generated

**DreamBody Productions Personal Training** | **Notice of Policies and Procedures**

This subscription agreement will dictate how many reservations are held on the mobile training schedule for this account. Members are responsible for time reserved.  To better accommodate schedules please communicate conflicting plans a minimum of 14 days in advance.  Reservations cancelled without 24-hour notice are ineligible for makeup.  DreamBody Productions will provide makeup for up to 2 eligable reservations per 90 day period. Any missed reservations at fault of DreamBody Productions will be fulfilled.  Makeup times will be “rolled over” to the next subscription cycle or added to the training schedule and *payment must remain current.* Virtual options are available to substitute any session as needed.  Subscription will renew automatically unless 14-day notice is received prior to renewal date.  Please see policies and procedures for all terms and conditions including group, refund and freeze policies. All programs take consistent effort to see results. We strive to be transparent and are always open to answer questions or concerns about this account at any time. Thank you!

Policies

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**CANCELLATION and MAKEUPS**:

- Minimum 24-hour notice when cancelling or rescheduling any reservation. .

- Up to two complimentary makeup reservations every 90 days, 24-hour notice applies.

- Client is responsible for rescheduling. Notice of travel or schedule changes should be received two weeks in advance.

**DREAMBODY ONLINE and RESERVATION SUBSTITUTION**:

- Fitness Testing, Planning, Nutrition Guidance, Orthopedic Stretch and Body Composition Analysis included. One complimentary 15 minute coaching call per 12 week program.

- Custom “DreamBody Online” programs,  nutrition and habit integration are delivered via app and are billeedseparate from in-person training.

- In-person reservations may be substituted for virtual sessions.

**PAYMENTS and FEES**:

- All reservations will be prepaid in order to book.

- All programs are subject to annual rate increase.

- Transactions are subject to taxes, additional travel and any associated processing fees.

**REFUND and MEDICAL HOLD:**

- No refunds. Transfer of remaining reservations under discretion of DreamBody Productions.

- Lack of motivation, missed appointments, travel, work or brief illness will not constitute any refund or makeup of time.

- Option to “medical hold/freeze” reservations for up to 30 days with advanced documentation.  Account must remain current.

**RESERVATIONS and CANCELLING ACCOUNT:** :

- 14-day written notice in order to cancel the subscription. 14-Day prorated amount will be assessed for any late cancellations.

- Subscription will renew before the scheduled renewal date if all sessions are used.

- If DreamBody Productions Personal Training cannot fulfill reservations, makeup sessions will be applied to the account.

**PARTNER / SMALL GROUP TRAINING:**

- Partner training session policies are the same as listed above.

- If one partner misses scheduled appointment time the other individual/s should fulfill the session as booked.

- If you would like to add a partner to any workout, all documents and additional payment must be completed in advance.