

Class Cancellation & Package Usage Policy

Fitness Physiques by Nico G

Updated January 1, 2026

At Fitness Physiques by Nico G, we are committed to providing a high-quality, personalized experience for every client. To ensure fairness to all members, trainers, and staff, we ask that all clients familiarize themselves with and adhere to the following policies. By purchasing a package or booking a session, you acknowledge and agree to the terms outlined below.

Section 1: Package Usage Policy

1.1 Expiration

All packages expire **90 days from the date of purchase**, regardless of whether all sessions have been used. Unused sessions remaining at the time of expiration will be forfeited automatically and are not eligible for extension, credit, transfer, or refund. We strongly encourage clients to schedule sessions promptly upon purchase to make full use of their package.

1.2 Non-Transferability

Packages are purchased for the exclusive use of the individual client and are **strictly non-transferable**. Packages may not be shared with, gifted to, sold to, or used by any other person under any circumstances. This policy applies to all package types, including group Pilates equipment classes, private training sessions, and massage services.

1.3 No Refunds

All package sales are final. Fitness Physiques by Nico G does not offer refunds on any package purchases, in whole or in part. This includes — but is not limited to — unused sessions, partially used packages, and packages originally intended as gifts. We encourage all clients to review package details carefully prior to completing a purchase. If you have questions about which package is right for you, please contact us before purchasing.

Section 2: Cancellation Policy — Private Training Sessions

2.1 24-Hour Cancellation Requirement

We maintain a **24-hour cancellation policy** for all private training sessions. To cancel or reschedule a session without penalty, clients must provide notice at least 24 hours before the scheduled session start time, either by:

- **Phone:** 513-273-1930
- **Email:** info@fitness-physiques.com

2.2 Late Cancellations & No-Shows

Failure to provide 24 hours' advance notice will result in the **full session fee being charged** or a session being deducted from your package. This applies to both late cancellations and no-shows.

- **Late Cancellation:** Any cancellation made within 24 hours of the session start time will be treated as a used session and charged accordingly.
- **No-Show:** Failure to appear for a scheduled session without any prior notice will result in full session charges. No exceptions will be made.
- **Unauthorized Schedule Changes:** Any last-minute or unilateral schedule change that has not been confirmed by a staff member will be treated as a no-show, and the client will be responsible for the full session fee.

By booking a private training session, you acknowledge and accept that failure to provide adequate notice will result in being charged for that session in full.

Section 3: Cancellation Policy — Pilates Equipment Group Classes

3.1 24-Hour Cancellation Requirement

We maintain a **24-hour cancellation policy** for all Pilates equipment group classes (reformer, chair, tower, barrel, and PHIT Strong). Clients must cancel their reservation at least 24 hours before the class start time to avoid penalty.

3.2 Late Cancellations & No-Shows

- **Late Cancellation:** Any cancellation made within 24 hours of the class start time will result in the class being counted as used and deducted from your package.
- **No-Show:** Failure to attend a reserved class without prior notice will result in the session being forfeited from your package.

3.3 Waitlist & Late Arrivals

Class spots are in high demand. If you are running late, please be aware of the following:

- Your spot **may be released to a client on the waitlist** if you have not arrived within **10 minutes of your class start time**.
- If your spot is given away and you arrive after the 10-minute mark, you will not be permitted to join the class in progress for safety and instructional continuity.
- The session will still be deducted from your package.

We ask that all clients plan accordingly and arrive on time to respect both their instructors and fellow participants.

3.4 Pilates Equipment Make-Up Session Policy

We understand that scheduling conflicts arise. If you are unable to attend a scheduled group session, the following make-up policy applies:

- You must provide **at least 24 hours' advance notice** so that your spot can be offered to another client or waitlisted member.
- Upon providing the required notice, you will be given the **opportunity to be scheduled into another group session** offered during your current session's time slot or another available time, based on availability.
- If no alternative session is available or suitable, **no refund or credit will be issued** for the missed class.
- Make-up sessions are subject to availability and are not guaranteed.

Section 4: General Provisions

4.1 How to Cancel

To cancel any appointment or class reservation, please contact us through one of the following methods:

- **Phone:** 513-273-1930
- **Email:** info@fitness-physiques.com
- **Online Booking (Vagaro):** www.fitness-physiques.com

Cancellations must be received and confirmed by a staff member or via the Vagaro system to be considered valid. Voicemails and emails are monitored during business hours; it is the client's responsibility to ensure their cancellation was received.

4.2 Exceptions

We recognize that emergencies and extenuating circumstances occur. Any requests for exceptions to this policy must be submitted in writing to info@fitness-physiques.com and will be reviewed on a case-by-case basis at the sole discretion of management. Exceptions are not guaranteed and will not be routinely granted.

4.3 Policy Updates

Fitness Physiques by Nico G reserves the right to update or modify this policy at any time. Clients will be notified of any material changes. Continued use of services following notification constitutes acceptance of the revised policy.

Contact Us

For questions about your package, upcoming sessions, or this policy, please reach out to our team:

Phone	513-273-1930
Email	info@fitness-physiques.com
Website	www.fitness-physiques.com
Address	4422 Carver Woods Drive, Suite 115, Blue Ash, OH 45242

By purchasing a package or booking a session at Fitness Physiques by Nico G, you confirm that you have read, understood, and agree to this Class Cancellation & Package Usage Policy.

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