



Cancellation/Late Policy for Training:

NF1 maintains a **12 hour cancellation/rescheduling policy**. If a session is not cancelled or rescheduled within 12 hours it will be documented as a “no-show” and it will result in a loss of a session and be charged at 100% of the session cost.

Each client will be granted **1 Emergency No Show/Cancellation (ENSC) per quarter**. ENSC’s are cancellations made with less than 12 hours notice or a no show due to an emergency. ENSC’s will not be documented as a “no-show” and the client will not be charged for the session.

Any client that exceeds **3 No-Shows** per quarter will be subject to dismissal from the NF1 training program and will not be granted a refund for any prepaid and/or unused training sessions.

If a client shows up, up to 15 minutes after the start of their scheduled training session time they will be considered a “**late-show**”. If a client exceeds 10 late-shows per quarter they will be subject to dismissal from the NF1 training program and will not be granted a refund for any prepaid and/or unused training sessions.

All NF1 training sessions include a **20 minute “grace period”**. The grace period indicates a 20 minute window from the start of the scheduled session time in which the client can still retain the session if they show up late. If a client shows up after the 20 minute grace period it will result in loss of a training session and the client will be charged 100% of the training session cost.

_____ Print Full Name

_____ Signature

_____ Date