

Sustainable Fitness

BOOT CAMPS *For Women*

Refund Policy

Sustainable Fitness will provide a full refund for Boot Camp sessions providing that one full weeks notice is given prior to the start date of camp. We will provide a partial refund within one week of the start of camp less a \$50.00 administration fee. Once camp has commenced no refund of monies will be issued. We will allow you a credit note, redeemable towards future services of Sustainable Fitness or to transfer your session to someone else of your choosing, as long as they successfully complete a Par-Q and sign our legal waiver. Our administration fee applies to both credit notes and transfers.

Make-up Day Policy

As of Nov 26, 2007, Sustainable Fitness will not provide refunds for Boot Camp sessions not taken by the client. Our fitness programs offered are sold as packages and not sold on a "per session" basis. Regardless, it is our intention to do our best to provide make-up day(s) wherever possible at any of our locations, but must be taken within the same four week round of camp. In some cases we may not be able to accommodate your request as our current schedule may not allow it. To request a make-up day the client must make a formal request to this office so we can make appropriate arrangements with the fitness leader.

Note: We are not obliged to make special arrangements to provide make-up days outside of our program schedule.

Disclaimer:

We reserve the right to

1. Only conduct a Boot Camp if a minimum of 10 people register. If there are less than 10 people in your camp, we will contact you as late as 24 hours prior to Boot Camp to see if you are willing to enlist in another camp. If this is not an option, we will gladly provide a full refund for any monies paid.
2. Boot Camp is conducted rain or shine; warm or cold, however we will cancel sessions due to severe weather conditions if deemed necessary. This is Boot Camp, so be prepared and dress for the weather.
3. If for any unforeseen reason we cannot proceed with any one or more of our four week Boot Camps as advertised; Sustainable Fitness will offer all registered participants the following alternatives: Option a) Ask that you register for the next available four week Boot Camp at the location you originally requested; Option b) Ask that you consider participating at one of our other Boot Camp locations; Option c) Provide you with a full refund. If in the unfortunate circumstance this situation comes up, we offer our sincere apology as it is always our intention to provide a top quality/service product to our clients.

May 11, 2008