



## CANCELLATION POLICY

### 24 Hour Notice Required

Should you need to change or reschedule your appointment, kindly give us 24 –hour notice.

- This makes it easier to accommodate your request to reschedule for a time that's convenient for you, and
- This allows us to fill the time held for your appointment.

The regular fee will apply for all late cancellations and missed appointments. Exceptions apply only in the case of emergencies.

### Appointment Changes

If you call the day of your scheduled appointment to change to a later time that same day, you are subject to a late cancellation fee. The full amount for each session will be charged. Appointment changes require 24 hour notice. This allows your trainer an opportunity to fill the time held for your original appointment.

### Illness

Cancellations due to illness must be made 12 hours before your scheduled appointment. In case of last minute illness, you are subject to a late cancellation fee for the full amount.

**Quiet Please:** SuperSlow® is high intensity training and requires intense focus and deep concentration. Please no conversation or cell phones in the exercise area.

**Punctuality Matters:** Reserved appointments are for 30 minutes only. If you are late, your workout may be abbreviated.

**Your SuperSlow® Results Depend on You:** To get the great results that SuperSlow® training can provide, you must be willing to work hard during each exercise. While your trainer will guide you, ultimately the results that you produce largely depend upon the intensity with which you work.

**CityWide SuperSlow® requires a credit card on file to ensure payment for missed appointments. Check or cash may be applied within a two-week period following the late-cancelled or missed appointment. Otherwise, a charge for the missed training session will be applied to your credit card.**

**Our thanks for your understanding and cooperation.**

I have read and understand the above cancellation policy.

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

## GUEST WAIVER AND RELEASE FORM

I, \_\_\_\_\_, am aware that I am engaging in physical exercise and that the use of exercise equipment, club facilities, training and instruction, could cause injury to me. I am voluntarily participating in these activities and assume all risks of injury that might result. I agree to waive any claims or rights that I might otherwise have to sue CityWide SuperSlow® Strength & Fitness, Inc, its owners, officers, employees, or agents for injury to me as a result of these activities. I have carefully read this waiver that states that I assume all risks and injury. I am hereby advised that I should have consulted a physician prior to undertaking a physical exercise program.



**CITYWIDE SUPERSLOW®**  
STRENGTH + FITNESS  
CHICAGO'S PREMIER LICENSED SUPERSLOW® FACILITY

Guest's Signature \_\_\_\_\_

Date \_\_\_\_\_