

# Rates, Booking & Cancellation Policy

## Rates

- **Free Consultation:** 30 minutes (online via Google Meet only)

## In-Person:

- Single session: \$150.00 (In-Home, for friend referrals/doorman residences only)
- **Monthly**
  - 1x week: \$540.00 (10% off)
  - 2x week: \$1020.00 (15% off)
  - 3x week: \$1440.00 (20% off)

## Online:

- Single session: \$100.00
- **Monthly**
  - Online 1x week: \$360.00 (10% off)
  - Online 2x week: \$680.00 (15% off)
  - Online 3x week: \$960.00 (20% off)

## Additional Fees:

- In-Studio (Manhattan, NY): + Studio Rental Fee
- Travel Fee (Outside of Manhattan): + \$3.75/mile (Available for friend referrals/doorman residences only)

## Included with Your Investment:

- Weekly check-ins
- Accountability support
- Meal suggestions

## Scheduling & Payment

- To ensure availability, please schedule sessions at least one week in advance. Bookings made with less than one week's notice are subject to the cancellation policy.
- Payment is due at the time of scheduling via:
  - Zelle: [steph.londono@gmail.com](mailto:steph.londono@gmail.com)
  - Venmo: @triplethreatsteph
  - Cash App: \$triplethreatsteph
- Your session is not confirmed until payment is received.

## Cancellation and Rescheduling Policy

- **General Cancellations (Excluding In-Studio Sessions):**
  - **Cancellations with More Than 48 Hours' Notice:**
    - Rescheduling is permitted within 14 days at no additional fee, subject to availability.
    - A 50% refund will be provided.
  - **Cancellations with 48 Hours' or Less Notice:**
    - No refund will be issued.
    - Rescheduling is permitted within 14 days, subject to availability.
- **In-Studio Session Cancellations:**
  - **Cancellations with 8 or More Days' Notice:**
    - You may receive a 50% refund or reschedule within 14 days.
  - **Cancellations with Less Than 48 Hours' Notice:**
    - No refund available.
- **Owner-Initiated Cancellations/Reschedules:**
  - Full credit or a full refund will be provided for cancellations or reschedules initiated by the owner due to childcare or family emergencies.
  - Notice will be provided as soon as possible.
- **Flexibility and Exceptions:**
  - While adherence to this policy is appreciated, need-based flexibility, particularly for working parents facing child emergencies, will be considered.

## Additional Policies

- **Transferability:** Classes and packages are transferable. If you choose to discontinue your training, you may gift your remaining sessions to another student at no additional cost.

By signing below I acknowledge that I have fully read and understood the Rates Booking & Cancellation policy. I understand that if I have any questions or concerns about this policy, it is my responsibility to discuss this with the instructor.

Name(Print): \_\_\_\_\_ Signature \_\_\_\_\_

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