



The Exercise Mommy Cancellation Policy

Thank you for being a client of The Exercise Mommy. I am excited to have you onboard, and I'm looking forward to helping you achieve your goals.

I'm delighted with how much my business has grown over the last 6 months, and therefore, the demand for sessions has increased, as well as the need for an update to the cancellation policy.

I am asking that each client treats their own and other's scheduled sessions fairly in a few simple ways, and I would be grateful if you could fully support the below conditions:

- **Same day cancellations** – if a client cancels with less than 24 hour notice, I don't have enough time to notify another client and replace the session. If you are canceling your appointment within 24 hours of your scheduled session, your session will be forfeited.
- **Cancellations ahead of the scheduled day** – if a client cancels their session with more than 24 hour notice, we will attempt to reschedule by the end of the week (Sunday at noon). Canceled sessions do not get credited to following weeks, they must be rescheduled for the same week that the initial session was scheduled.

My aim is to provide the best level of service possible to my clients, and to provide fairness in scheduling and availability. I understand that as busy Moms, things come up and I want to be able to maintain as much flexibility as I can, while maintaining the integrity of my own busy client schedule and respecting the importance of time with my family.

In Health & Wellness,

Dawn Maslehati
The Exercise Mommy