



BULLDOG Sports & Fitness Policies & Procedures

CANCELLATION POLICY

Personal Training: Bulldog Sports and Fitness has a 24 hour cancellation policy. Failure to cancel prior to 24 hours before a scheduled session or failure to show up for a session will result in the Client being charged for the session. Bulldog Sports and Fitness will do our best to accommodate requests to reschedule sessions made at least 24 hours prior to the session.

REFUND POLICY

Bulldog Sports and Fitness does not offer a refund policy. If Client is unable to complete all of the classes or sessions purchased, neither a refund nor a credit in the amount of unused services are offered. In situations with special circumstances Bulldog Sports and Fitness may, at our discretion, transfer the amount of any unused sessions towards other classes or services or may extend the expiration timeframe as detailed below.

EXPIRATION POLICY

Personal training packages must be used within a certain amount of time. See below for a specific expiration schedule. 12 sessions must be used within 2 months of the date of the first session 16 sessions must be used within 3 months of the date of the first session
24 sessions must be used within 4 months of the date of the first session 36 sessions must be used within 6 months of the date of the first session 48 sessions must be used within 8 months of the date of the first session 72 sessions must be used within 12 months of the date of the first session

RAIN POLICY

Personal Training: Personal training sessions that are cancelled due to rain will not be charged to the Client.
Group Classes: During the rainy season, approximately November through May, all of our group classes are scheduled to include a rain make up week at the end of the session. If a group class is cancelled due to rain more than once during a session, Client may attend another of our group classes on a different day of the week. Please contact Bulldog Sports and Fitness to determine which other group classes are available to attend.

TRAINER POLICY

Bulldog Inc. can NOT guarantee the same Coach/Trainer every session or class. We reserve the right to select Coaches/Trainers as we see fit for any and all of our programs.