

Training Package Policy

Divine Fitness Mind & Body Studio – Empowered Fitness for Women ***Effective as of June 1, 2025***

To ensure a high-quality experience for all clients and trainers, the following policies apply to all personal and small-group training packages at Divine Fitness.

1. Package Options

Training packages are available in the following formats:

1-on-1 Personal Training

Small Group Training (2–4 women)

Specialized Programs (e.g., Bridal Bootcamp, Postnatal, Strength Series)

Each package includes a set number of sessions, which must be used within the specified validity period.

2. Payment & Booking

Full payment is required upfront to activate any training package.

Bookings can be made via our front desk, app, or website.

Packages are non-transferable and non-refundable.

Sessions must be scheduled in advance and are subject to trainer availability.

3. Package Validity

Bi Weekly Packages must be used within 14 days

Unused sessions will expire after the validity period unless a valid medical reason is provided (documentation required).

4. Cancellations & No-Shows

A minimum of **12 hours' notice is required to cancel or reschedule a session.**

Cancellations made with less than 12 hours' notice will be **charged in full.**

Clients who fail to show up for a scheduled session without notice will forfeit the session.

5. Late Arrivals

Sessions will begin and end on time.

If a client arrives late, the session will be shortened accordingly.

Trainers are not required to extend sessions past the scheduled time.

6. Trainer Reassignments

In rare cases, your trainer may be rescheduled due to scheduling conflicts or emergencies.

All instructors at Divine Fitness are certified, experienced, and committed to your goals.

7. Health & Safety

Clients must complete a health questionnaire before starting any training program.

If you are injured or unwell, notify your trainer before your session begins.

The gym reserves the right to suspend training if a client's health is at risk.

8. Code of Conduct

Respectful behavior is expected at all times.

Our gym is a safe, women-only space—harassment or inappropriate behavior will result in immediate termination of services without a refund.

9. Policy Updates

Divine Fitness reserves the right to update this policy as needed. Clients will be notified of changes in advance.