

Client Policies Acknowledgment

Please read and sign before your first paid session — these policies apply to every track and every session, in-person or virtual.

Cancellation & Rescheduling

Sessions can be rescheduled or canceled at no charge with **24 hours' or more notice**. Inside 24 hours, the session is considered used — charged if already paid for, or deducted from a package.

No-Shows

A missed session with no notice is treated the same as a late cancellation: the session is forfeited, with no automatic reschedule.

Refunds

- Single sessions are non-refundable once booked, but may be freely rescheduled per the window above.
- 4- and 8-session packages are fully refundable for any unused sessions within 14 days of purchase.
- After 14 days, unused sessions convert to account credit rather than a cash refund.
- Once more than half a package has been used, the remaining sessions are non-refundable and non-transferable.

Package Expiration

- 4-session packages expire 60 days from the date of purchase.
- 8-session packages expire 120 days from the date of purchase.
- Package expiration applies the same way across every session-based track, including Online Coaching (Google Meet).

Holiday & Seasonal Scheduling

ManlyMovement is closed on New Year's Day, July 4th, Thanksgiving Day, and Christmas Day at minimum, with other closures announced at least 2 weeks in advance via Instagram and direct message. Any session landing on a closed date is rescheduled at no penalty and does not count against the cancellation window above.

PAYMENT

Sessions are paid via the Stripe payment link matching your exact track and rate (online/remote clients) or Zelle (in-person clients). Your coach will confirm the exact amount before any payment is requested.

Acknowledgment

By signing below, I confirm that I have read and understand the policies above and agree to them as a condition of participating in ManlyMovement coaching services.

Print Name

Date

Signature

Policies are subject to change; the version in effect at the time of a session applies. Questions on any policy above can be directed to Victor Manly directly before signing.