



Cancellation and no-show policy (outline)

Headings to keep:

1. **What counts as a cancellation.** Any change to a booked session.
2. **Notice needed.** "Sessions can be moved or cancelled up to number hours before the start at no cost."
3. **Late cancellations.** "Inside number hours the session is charged in full / charged at [percent / moved once per month]."
4. **No-shows.** "A session missed without notice is charged in full."
5. **Your own cancellations.** "If I cancel, I will offer a replacement session / a credit within number days."
6. **Exceptions.** "I use my judgement for illness, emergencies and will tell you when I do."
7. **How this is agreed.** "By starting, you confirm you have read this. It is also on where."

The sentence to send.

SAY IT

"I hold your slot for you, so a session cancelled with less than hours notice is charged. I would rather train than charge, so tell me early if something changes."

Decide once. Write the numbers down and apply them the same way to everyone. A rule you bend for one client is no longer a rule.

Have a lawyer or accountant check this. This is a starting outline, not advice.

NEXT IN THIS PACK

Part 2. Late payment policy (outline)

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