



## Clinic Guidelines, Reservations & Cancellation Policies

### BootCamp/Yoga/Running Clinics

In order to ensure a positive experience for everyone, please:

- When possible, please arrive 10 minutes before class starts so we can maximize our time
- Always bring **indoor** shoes for BootCamp or for inside the clinic sessions
- In the case that a class is cancelled by Active Chiropractic, you will be entitled to a make-up class
- A \$50 deposit is required to register and hold your spot in a session
- Payment is due in full in the first week of classes of the session
- You are able to make up a class within the session as long as adequate notice is given in advance and there is space in another class to accommodate your request (please see cancellation policy)

### Return & Refund Policy

- No refunds or credits of any fees will be given once the first week of the session is complete for BodySculpt BootCamp, Yoga, and Running Clinics, however it may be possible to discuss and determine by management on a case to case basis for extenuating circumstances
- Please note that the \$50 deposit to register and hold your spot is non-refundable and non-transferable (\$20 for Running and Yoga deposits)
- Unused classes in your series during a session are non-transferrable

### Cancellation Policy

Your class reservation is reserved especially for you.

We ask you to please let the front desk staff know **in advance** when you are unable to attend a class (the more time you can give us the better we are able to accommodate other members as well as yourself). As we do require **2hrs notice** to cancel a class; otherwise, that class will be deducted from your package. The class will also be deducted from your package if you have reserved a spot and are absent. Please call the clinic up to 1hr prior for the possibility of an early cancellation exception.

### Sales Tax

Applicable services will be taxed with 13% provincial sales tax, as we are located in Pembroke, Ontario, Canada.

### Currency of Purchases

All purchases are processed in Canadian Funds. CAD

We use secure online shopping using MindBody Online.

Active Chiropractic is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

### Privacy Policy

Active Chiropractic Health Centre will never sell, trade, rent exchange or otherwise share your personal information with any other person, company, or organization. Privacy is of paramount importance to us. The information you provide us including your name, address, phone numbers, email address, purchases, and credit card information is used to process your order or registration, to answer your questions, and to send you periodic mailings about our services or upcoming events.

### Contact us

Do you have a question about our services? Please contact us at 613-732-9215 or at [info@active-chiropractic.org](mailto:info@active-chiropractic.org).