



MINDFUL
KINECTIONS
FITNESS STUDIO

BOOKING & CANCELLATION POLICY

Effective Date 4/1/2026

Thank you for choosing Mindful Kinections LLC fitness studio (the "Studio"). We look forward to working with you.

To provide all clients with the best possible service, the following booking and cancellation policy has been established. By booking a session or making any other appointment with us, you acknowledge that you have read and understand this policy and agree to be bound the terms and conditions below.

1. **Booking and Appointment Scheduling**

Advance Booking: Sessions are available on a first-come, first-served basis. We recommend booking your classes, private sessions, or other appointments in advance to secure your preferred time slot.

Reservation: Reservations are required in order to attend a class. Class reservations can be made via the following method(s): Mindbody app or Mindbody website (url located on our website).

Booking Confirmation: All appointments must be confirmed at the time of booking. A valid credit card or package balance is required to reserve your session.

Arrival: Please arrive at least 10-15 minutes before the scheduled start time. Late arrivals may not receive the full duration of the session and will still be charged in full.

Waitlist: Clients may join a waitlist for fully booked classes. It is the client's responsibility to monitor their place on the waitlist. In the event that a spot opens up from the waitlist, the client is expected to attend. The late cancellation and no-show policy applies to those who obtain spots from the waitlist.

2. **Cancellation & Rescheduling**

Methods of Cancellation: Classes, bookings, and appointments can be cancelled or rescheduled directly on Mindbody.

Individual Sessions: Cancellations or rescheduling of individual sessions and appointments must be made at least 24 hours before the scheduled appointment or session time.

Group Classes: Cancellations or rescheduling for group classes must be made at least 6 hours prior to the scheduled class time.

Late Cancellations and No-Shows: If you cancel within the required notice period, you will not be charged. Cancellations or rescheduling made with less than the required notice period will result in the full session or class fee being charged (this charge is non-refundable and is not applicable toward any future services with us). In addition, late cancellations incur a fee of \$10. No-shows will also be charged the full session or class fee (this charge is also non-refundable and is not applicable toward any future services with us). In addition, no-shows incur a fee of \$20.

3. **Packages**

Expiration: All class packages have an expiration date, which is clearly stated at the time of purchase. Expired sessions cannot be refunded, returned, exchanged, or extended.

Refunds: No refunds will be issued for unused sessions or classes in a package.

Transfers: Packages and memberships are non-transferable.

4. **Memberships**

Members may cancel their membership subscriptions by providing written notice to the Studio. Cancellation requests must be submitted in writing to the Studio. All memberships are on auto-pay and will remain active until the Studio is notified in writing to cancel.

Outstanding Balances: Any outstanding balances on the account must be resolved before cancellation is processed.

Confirmation: Cancellations will not be considered complete until the Studio provides written confirmation of the request. Members are advised to retain this confirmation for their records.

Promotional Memberships: Subscriptions, classes, or packages obtained through promotional offers may have specific, different, and/or additional terms regarding cancellation and those terms will govern. Members should refer to their original agreement for details.

5. **Studio Closures**

If the Studio must cancel a session or class due to unforeseen circumstances (e.g., weather, instructor availability, etc.), clients will be notified as soon as possible, and the session or class will be rescheduled or credited to your account.

6. **Credit Card Authorization**

In order to secure your bookings and appointments, a valid credit card must be kept on file. By providing your credit card information, you authorize the Studio to charge your card for any applicable session fees, late cancellations, no-shows, or outstanding balances in accordance with this policy. Upon the Studio's request, you may be required to fill out a credit card authorization form.

7. **Policy Updates**

The Studio reserves the right to modify this policy at any time without advance notice. Any changes will be communicated via email and posted on the Studio's website. Continued use of Studio services constitutes your acceptance of any updated terms.

8. **Acknowledgment and Agreement**

By scheduling a session or class, you acknowledge that you have read, understood, and agree to this policy. For any questions or concerns, please contact our Studio directly.

9. **Contact Us**

If you have questions regarding this policy or need to make changes to a booking or other appointment with us, then we ask that you please contact us via any of the following methods:

Mindful Kinnections LLC
22 South Street, Suite 205
Hopkinton, MA 01748
Email: MindfulKinnections@gmail.com
Phone: 508-425-6776