



Suso Boxing and Fitness

Client Policy & Code of Conduct **Agreement**

1. Punctuality and Session Times-

All sessions begin and end at the scheduled times.

- ★ Late arrivals will not be compensated with additional time unless otherwise agreed upon in advance with your coach.
- ★ Please arrive on time to ensure you receive the full benefit of your session.

2. Bundle Expiration Policy-

- ★ Your bundle start date begins on the day of your first session, and your expiration date will be determined accordingly.
- ★ If your coach cancels a session, your expiration date will be extended by a reasonable amount to account for the lost session.
- ★ If you need to pause or hold your bundle, you must notify your coach immediately.
- ★ Extensions are granted at the discretion of your coach and are not guaranteed.
- ★ Failure to communicate promptly may result in the forfeiture of sessions.

3. Respect and Professional Conduct-

A respectful and supportive environment is always expected.

- ★ Disrespectful behavior toward any staff member or peer will not be tolerated.

- ★ Any incident of verbal abuse, harassment, or inappropriate behavior may result in suspension or termination of your bundle or membership.
- ★ All disciplinary decisions will be made by the board and are final.

4. Personal Hygiene Standards-

To ensure a clean and comfortable environment for all participants:

- ★ Clients are expected to maintain proper personal hygiene before attending sessions.
- ★ Body odor or lack of cleanliness that impacts others will result in a **\$25** fine per occurrence.
- ★ Repeated violations may result in suspension or termination of services.

Acknowledgment By signing or continuing participation, clients acknowledge that they have read, understood, and agree to comply with all policies stated above.

Client Name: _____

Signature: _____

Date: _____