

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.
- The Newcomer Bundle (4 Beginner sessions + 4 stretch sessions + 1 nutrition consult at a one-time discounted rate) is non-refundable once purchased.

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).
- The Newcomer Bundle expires 60 days from the date of purchase, the same as a standard 4-session package.

Membership Cancellation

Memberships can be canceled at any time — no fees, no penalties, and nothing owed beyond what you've already been billed. To cancel, contact Victor directly (email or text); cancellation takes effect at the end of your current billing period, and no further charges occur after that. Each tier's stated commitment length (3, 6, or 12 months) describes the skill-level path it's built around, not a lock-in — you're free to step away earlier at no added cost. Canceling mid-billing-cycle does not generate a prorated refund — you keep full access and any remaining sessions through the end of the period you've already paid for.

Membership Session & Stretch-Bonus Rollover

Unused training sessions and complimentary Hyperice-assisted stretch sessions may roll into the following month only, up to your tier's cap: **1 session (Beginner)**, **2 sessions (Intermediate)**, or **3 sessions (Advanced)**. Anything beyond that cap, or still unused after the rollover month, is forfeited.

Membership Failed Payments

If a membership payment fails, your card is automatically retried and your access continues uninterrupted during a **7-day grace period**. If payment still hasn't gone through after 7 days, the membership is automatically canceled. You can update your payment method at any time to avoid interruption.

Membership Tier Changes & Rate Lock

You may move up a tier (e.g., Beginner to Intermediate) at any time — this restarts your commitment at the new tier's length and rate. Moving down mid-commitment isn't available; cancel and rejoin at a lower tier once your current commitment ends instead. Your rate is locked for the length of your current tier's commitment — any future rate changes apply only to new signups or renewals after your commitment ends.

Nutrition Guidance Disclaimer

Nutrition guidance provided by Victor Manly is general wellness information for healthy adults — grounded in graduate-level biochemistry coursework and personal coaching experience, but **not medical nutrition therapy**, and not a substitute for care from a physician or a registered dietitian. Victor Manly is not a licensed dietitian, nutritionist, or nutrition counselor. If you are under a physician's direct care for a disease or medical condition requiring nutrition treatment, please consult your physician or a registered dietitian before beginning nutrition guidance with ManlyMovement.

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.