

PEAK Business Service Policies

These policies are designed to ensure fair treatment of all customers and maintain the operational integrity of our business.

1. Appointment and Rental Cancellation Policy

When you book an appointment or rental time with us, you are purchasing a specific time slot that is immediately reserved for you and made unavailable to other customers. We operate on a scheduled capacity model; therefore, late cancellations and no-shows result in lost business opportunity.

Time Slot Purchase Acknowledgment: By booking, you acknowledge that you have purchased a reserved time slot, not a service contingent on your presence for the full duration.

We do not offer refunds, credits, or prorated amounts for appointments or rentals that are cancelled mid-session or for unused time.

Cancellation Deadlines and Fees:

Action	Deadline	Refund Status
Timely Cancellation	More than 24 hours before the scheduled start time.	Full refund to the original payment method, or credit applied.
Late Cancellation	Less than 24 hours before the scheduled start time.	Non-refundable. The full price of the appointment or rental slot will be charged.
No-Show	Failure to attend or notify us of cancellation.	Non-refundable. The full price of the appointment or rental slot will be charged.

Emergency Exceptions: We understand that true emergencies happen. If you need to cancel within the 24-hour window due to a documented emergency (e.g., severe illness, accident), please contact us immediately. Management reserves the right to review exceptions on a case-by-case basis.

2. General Refund Policy (Excluding Membership)

This policy applies to all non-membership services, appointments, and rentals.

- **Appointment/Rental Fees:** All fees related to late cancellations (less than 24 hours) and no-shows are **non-refundable** as per Policy 1.
- **Service Dissatisfaction:** If you are dissatisfied with a completed service, you must notify us within **7 days** of the service date. We will, at our discretion, offer a comparable corrective service or a credit toward a future booking. We do not offer monetary refunds for completed services.

3. Monthly Membership Cancellation Policy

Your monthly membership is billed on your **renewal date** (e.g., the 1st of the month) for the upcoming service period.

Cancellation Process: To cancel your monthly membership, you must cancel through either these options:

-Access your own account online

-Contact us online through e-mail (peakperformancevault@gmail.com)

-or come cancel membership in person

Must be cancelled at least **7 days** prior to your next scheduled renewal date.

Refunds for Post-Renewal Cancellation: Once your monthly membership fee is successfully processed on the renewal date, **the fee is non-refundable**. This payment secures your benefits and access for the entire upcoming month.

- If you submit your cancellation request **after** the renewal date, your membership will remain active until the end of that paid billing cycle, and **no refund** will be issued for the remaining time. Your membership will not auto-renew for the following month.
- If you stop payment (e.g., block the card) without formally canceling, your account will be considered delinquent. Access will be suspended, and any outstanding balance must be settled before you can re-enroll in the future.

It is the member's responsibility to formally cancel their membership according to the procedure and deadline outlined above.