

## **KO.KAT Coaching Policy**

Revised 04/08/2025

### **Cancellation & Rescheduling Policy**

We understand that plans may change, and we aim to provide flexibility while maintaining fairness for all clients.

### **Cancellations & Extensions**

If you book a class but do not attend and fail to notify us at least 48 hours in advance, you will lose the credit for that session. However, we understand that unexpected situations can arise, and exceptions may be made at our discretion.

While we do not offer refunds, exceptions can be made for individuals who require an extension of their package. If you need assistance with extending your package, please reach out to [esposcm@gmail.com](mailto:esposcm@gmail.com) and CC [kokatfit@gmail.com](mailto:kokatfit@gmail.com) for support. Our team will review your request and do our best to accommodate your needs.

For any additional rescheduling requests or concerns, please contact us as soon as possible.

### **Manual Payments**

KO.KAT Coaching accepts all Cash, Venmo & Apply Pay

For all manual payments, please connect directly with Kat O'Hara before making your payment.

 Email: [kokat.fit@gmail.com](mailto:kokat.fit@gmail.com)

#### Important Payment Details:

- All manual payments are non-refundable.
- You must notify us at least 48 hours before the scheduled class if you are unable to attend. This allows us to reallocate your payment to a future class.
- Failure to notify us within this timeframe will result in forfeited funds, and your payment will not be transferable to another session.