

Welcome to Akki Fitness! To ensure a seamless and enjoyable experience for everyone, we kindly ask all clients to adhere to the following guidelines. Your cooperation helps maintain a positive and productive environment.

## Essential Guidelines (Strictly Enforced)

These guidelines are fundamental to our operations and must be followed to ensure smooth scheduling and communication.

### 1. Session Cancellation Policy

- Morning sessions must be cancelled by **9:00 PM** the previous night.
- Evening sessions must be cancelled by **10:00 AM** on the same day.
- Cancellations outside these windows or no-shows will result in the session being counted.

2. **Fee Payment** - To maintain uninterrupted training, all fees should be cleared within the first three sessions.

3. **Official Communication Channel** - Please use the official WhatsApp group for all session-related communications. Direct messages or calls to trainers are discouraged to ensure efficient coordination.

4. **Schedule Changes/Rescheduling** - Any requests to change or reschedule sessions should be communicated at least **6** hours in advance via the official group.

5. **Session Validity** - Packages of **12** sessions must be completed within **5** weeks from the date of the first session.

6. **Travel & Session Freezing** - If you plan to travel out of town, please inform the team in advance. Session freezing is applicable only during out-of-town travel.

7. **Session Expiry** - All sessions will automatically expire **5** weeks after your first session, without exception.

8. **Diet Plan & Consultations** - Each client will receive one customized diet plan based on an initial consultation with our certified nutrition expert. Two complimentary consultation calls will be provided:

- **Pre-diet discussion**
- **Follow-up feedback and adjustments**
- Any additional consultation calls will be charged at **₹999** per call.

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## General Guidelines

These guidelines help maintain a structured and supportive environment. While they are important, there is some flexibility to accommodate individual needs.

1. **Batch Creation** - Clients initiating a new batch will receive one complimentary session to help set up the schedule and group dynamics.
2. **Footwear Policy** - For outdoor sessions, wearing appropriate sports shoes is mandatory to ensure safety and effective performance during workouts.
3. **Ongoing Group Batch Continuation** - For clients wishing to continue their existing group batch, the rate will be ₹600 per session per person. This applies even if one or more members are temporarily unavailable due to travel or personal reasons. The batch will continue with available members, and the revised rate will be applicable.
4. **Trainer Assignments for Rescheduled Sessions** - In case of rescheduled or covered sessions, trainer assignments may vary. While we strive to maintain continuity, any available trainer from our certified team may conduct your session.

## Additional Support

If you experience issues such as soreness or need workout guidance during travel, please post a message in the official WhatsApp group. Our team will provide you with videos and PDFs to address your concerns.

We appreciate your understanding and cooperation in adhering to these guidelines. Your commitment ensures a positive and effective training experience for all. If you have any questions or need further clarification, please feel free to reach out through the official communication channels.