

## **Revive Biohacking Cancellation Policy**

**Last Updated: July 2024**

At Revive Biohacking, we strive to provide the highest level of customer service and flexibility while ensuring our scheduling and resources are managed effectively. Below is our updated cancellation policy, which applies to all our services, including the Infrared (IR) sauna, cold plunge, salt room, red light therapy, brain tap, and massage chairs, as well as our membership cancellation policy.

### **1. General**

We understand that life can be unpredictable, and plans can change. To ensure that we can accommodate all our clients efficiently, we have established the following cancellation policy.

### **2. Service Appointment Cancellation Notice**

Clients must provide at least one (1) hour's notice prior to their scheduled appointment time to cancel or reschedule. This allows us to offer the time slot to other clients and manage our resources effectively.

### **3. Late Cancellation Fee**

If a client cancels an appointment with less than one (1) hour's notice, a service credit will be deducted from their account. This fee compensates for the lost opportunity to provide the service to another client and helps maintain our operational efficiency.

### **4. No-Show Policy**

If a client fails to show up for a scheduled appointment without prior notice, a service credit will also be deducted from their account. This policy helps ensure that our scheduling remains fair and efficient for all clients.

### **5. Membership Cancellation Policy**

#### **a. Membership Duration & Type**

- All memberships at Revive Biohacking are on a month-to-month basis, beginning from the date of activation unless otherwise specified.
- Membership credits for services are accrued and usable in the month they are purchased. Unused membership credits do not rollover to subsequent months.
- The member will have access to all services included in the specific membership chosen and any additional amenities as outlined during the sign-up process.

#### **b. Payment and Fees**

- Membership fees are to be paid monthly.
- Membership fees are non-refundable, except as specifically provided in these terms.
- Additional charges may apply for services not included in the membership package chosen.
- Memberships are non-transferable.

#### **c. Termination**

- Members may terminate their memberships at any time.
- Revive Biohacking, under ALTR Investments LLC, reserves the right to terminate any membership due to misconduct or a violation of these terms, with or without notice.

**d. Automatic Renewal** If a member does not communicate their intent to conclude their membership, all memberships will renew automatically for an additional month's term.

## **6. Exceptions**

We recognize that unforeseen circumstances may arise. If you believe your situation warrants an exception to this policy, please contact our customer service team to discuss the matter. We will consider exceptions on a case-by-case basis.

## **7. How to Cancel or Reschedule**

To cancel or reschedule an appointment or membership, clients can:

- Log into their account on our website [www.revivebiohacking.com](http://www.revivebiohacking.com)
- Call us at our provided contact number
- Send an email to [contact@revivebiohacking.com](mailto:contact@revivebiohacking.com) with their name, appointment or membership details, and reason for cancellation or rescheduling.

## **8. Scheduling**

We encourage clients to schedule their appointments well in advance to secure their preferred date and time. Providing ample notice allows us to allocate resources and provide the best service possible.

## **9. Customer Service**

Our team is here to assist you with any questions or concerns regarding this cancellation policy or to help manage your appointments and memberships. Our goal is to provide exceptional customer service and ensure a clear and fair cancellation policy.

## **10. Changes to the Cancellation Policy**

Revive Biohacking reserves the right to modify this cancellation policy at any time. Changes and clarifications will take effect immediately upon their posting on our website. If we make material changes to this policy, we will notify you here that it has been updated so that you are aware of the new terms.

By booking an appointment or purchasing a membership at Revive Biohacking, clients agree to adhere to our cancellation policy. We appreciate your understanding and cooperation, as this policy helps us provide a high level of service to all our clients while managing our schedule and resources effectively.

Thank you for choosing Revive Biohacking. We look forward to serving you!

**Revive Biohacking, Owned by ALTR Investments LLC**