



Dear valued customers, thank you for your kind support. Please take a moment to go through our **TERMS AND CONDITIONS.**

1. The compress suit is special made material for the impulse training. The material is designed for effective result. It is not included in our package price. You can purchase the compress suit or opt for comfort laundry
2. All packages/sessions have validity
  - 1 session (single): 1 day**
  - 4 sessions = 1 months after date of purchase.**
  - 10-15 sessions = 3 months after date of purchase**
  - 20-30 sessions = 6 months after date of purchase**
  - 40 sessions and above = 12 months after date of purchase (and 6 months if it is shareable)**
3. All trainings are on sharing basis per slot. Maximum per training is 2 guests with one impulse specialist. If any of the guests would prefer to be trained alone, we offer 2 pulses per-training. **Booking for one-to-one training is viable using impulse mobile app. Automatic deduction from the app for no show, cancellation and re-schedule for less than 4 hours applies for late cancellation penalty.**
4. All guests are required to come 10-15 minutes earlier than the booking slot to give ample time to change to the compress suit and be suited up and ready to train on time. Arriving on the dot or pass of the booking time will be considered as late arrival and may resort to cancellation (if all the bookings are full)
5. For guest that has body analysis assessment session, it is required to come 30 minutes earlier than the booking time to re-assess the goal and to answer any inquiries regarding the impulse journey.
6. We would like to recommend the sessions to be booked in advance to ensure your progress are on track.
7. All appointment can be booked via our mobile app (can be downloaded from the apple store or android)
8. To prevent and avoid breach of professionalism, we do not recommend our client to directly contact our specialist's personal mobile number.
9. There is strictly no refund on the packages; however, balance of active packages can be transferred to family and friends (please refer to #1). **Transfer fees of rm 150 apply.**
10. We will send reminder to our guest through email and text message. It is the guest's responsibility to provide us with the valid email and contact numbers.
11. Upon expiry, sessions can be extended providing that the package is renewed. All sessions must be completed within the new expiry date provided. Please inform us should you have any medical conditions or injuries so we can extend the package accordingly. The management could request supporting documentation for verification purposes.

I hereby understand the terms and conditions stipulated as above.

Name :

Date: