



SPEED ACADEMY ATHLETICS SPORTS PERFORMANCE CLIENT SERVICES AGREEMENT...

Effective Date: August 1, 2026

This Client Services Agreement ("Agreement") is entered into between **Speed Academy Athletics ("SAA")** and the undersigned Client and/or Parent/Legal Guardian (if the participant is under 18 years of age).

By signing below, the Client acknowledges they have read, understood, and agree to all terms outlined in this Agreement

Table Of Contents

1. Core Values
2. Training Services
3. Membership Commitment
4. Payment Policy
5. Scheduling Policy
6. Attendance & Cancellation Policy
7. Session Expiration Policy
8. Membership Hold Policy
9. Membership Cancellation Policy
10. Refund Policy
11. Medical & Injury Policy
12. Code of Conduct
13. Photography & Media Release
14. Waiver & Release of Liability
15. Governing Law
16. Acknowledgement /Signature Page

1. SPEED ACADEMY CORE VALUES

The purpose of this Agreement is to establish clear expectations, policies, and responsibilities between **Speed Academy Athletics** and its clients. **Speed Academy Athletics** is built on values such as **Integrity, Discipline, Accountability, Respect, Excellence, Teamwork, Consistency, and Growth** to ensure a safe, professional, and productive training environment.

2. TRAINING SERVICES

- **Speed Academy Athletics** provides sports performance training including, but not limited to:
 - Speed Development
 - Agility Training
 - Strength & Conditioning
 - Injury Prevention
 - Youth Athletic Development
- Training results depend upon consistent attendance, effort, nutrition, recovery, and adherence to coaching instruction. No guarantees are made regarding athletic performance or specific outcomes.

3. MEMBERSHIP COMMITMENT

- All recurring memberships require a **minimum commitment of three (3) consecutive months**.
- This minimum commitment allows adequate time for measurable athletic progress.
- Memberships canceled before completing the minimum commitment are **not eligible for a refund**, except where required by law or approved by management under this Agreement.

4. PAYMENT POLICY

- Payment is due before services are rendered.
- Memberships may be billed automatically.
- Failed or declined payments must be resolved before additional sessions may be scheduled.
- Outstanding balances may result in suspension of training services.
- Returned payments may be subjected to an administrative fee of \$5.

5. SCHEDULING POLICY

- All sessions must be scheduled using **Speed Academy Athletics'** approved booking systems.
- Session availability is first-come, first-served.
- Scheduling priority is not guaranteed.

6. SESSION ATTENDANCE & CANCELLATION POLICY

No Call / No Show / 15 - Minute Rule

- Failure to attend without prior notice constitutes a No Call/No Show.
- The scheduled session will be forfeited.
- No refunds or credits will be issued.
- Clients arriving more than **15 minutes late** may have their session canceled (Private Sessions)
- Sessions will not be extended due to late arrival.

Cancellation

- Cancellations, delays, or emergencies must be communicated via **text, phone call, or email** as soon as possible.
- Timely communication helps us manage our schedule and serve all clients efficiently.
- Clients must provide a minimum of **12 hours' notice** to cancel or reschedule.
- Late cancellations will result in the loss of that scheduled session.
- Repeated late cancellations may result in reduced scheduling privileges.

Emergency Exceptions

- We understand that emergencies happen. In the case of a **verifiable emergency** (e.g., medical issue, family emergency, accident), the cancellation fee may be **waived or credited** at the discretion of management.
- Clients must **contact staff as soon as possible** and may be asked to provide brief verification to receive consideration for an emergency cancellation of session.
- Abuse of this policy may result in a return to standard cancellation charges.
- Verified emergencies may be considered for a one-time exception at management's sole discretion (Documentation may be requested).

7. SESSION EXPIRATION POLICY

- All purchased sessions must be used within **60 days of the purchase date**.
- Unused sessions automatically expire after 60 days (Must be scheduled **Within** the 60 day period)
- Expired sessions cannot be refunded, transferred, be exchanged for cash and cannot be reinstated.
- Failure to use purchased sessions within the allotted timeframe constitutes forfeiture of those sessions.

8. MEMBERSHIP HOLD POLICY

- Clients may request to place their membership on hold at any point.
- Approved account holds require a **\$10 monthly Account Holding Fee**.
- This fee reserves the client's account and current membership pricing.
- Membership holds do **not** stop the 60-day session expiration unless otherwise approved by the discretion of management.
- Clients wishing to avoid the monthly holding fee may submit a cancellation request.

9. MEMBERSHIP CANCELLATION POLICY

- Cancellation requests **must be** submitted and approved through a written email or by our cancellation request form.
- Cancellation requests must be submitted and received at least seven (7) days before the client's next scheduled billing cycle.
- Any scheduled payments processed before a cancellation request deadline may result in one final billing which is non-refundable.
- Clients remain responsible for completing their three-month minimum commitment.
- After the minimum commitment has been satisfied, cancellation will take effect according to the billing cycle.
- Cancellation requests submitted before the minimum committed has been fulfilled are not eligible for early termination unless approved under the exception policy.
- After cancellation, clients' payment will be stopped and membership will be discontinued.
- Verbal requests for cancellation will not be submitted or accepted.

- **Chargebacks** occur if a client disputes a valid charge through their financial institute without first attempting to resolve the issue with **Speed Academy Athletics** and reserves the right to:
 - Suspend all training services
 - Terminate Membership
 - Deny future enrollment
 - Pursue collection of any unpaid balances if appropriate
- **Force Majeure** is not a guarantee for refund which are caused by interrupting events beyond **Speed Academy Athletics** reasonable control such as
 - Severe weather
 - Natural disasters
 - Government orders
 - Public health emergencies
 - Utility outages
 - Other unforeseen circumstances
- Sessions affected by these events may be rescheduled or credited if feasible.
- **“No Guarantee of Results”**, Athletics performance improvement may vary by individuals and factors from **Speed Academy Athletics** coaching instructions.
- Dissatisfaction with progress or results does not constitute grounds for a refund.

10. REFUND & EXCEPTION ELIGIBILITY POLICY

- Recurring membership, registration fees and completed services are non-refundable once processed.
- Unused sessions hold no cash value.
- Promotional pricing and discounted packages are final sale.
- Any missed appointments (such as no call / no shows, more than 15 minutes late or missed session cancellation) will not be refunded.
- The \$10 monthly account holding fee is non-refundable.
- Management approves an exception.
- Approved refunds will generally be processed within 7- 14 business days to the original payment method.
- **Speed Academy Athletics** reserve the right to a **partial refund** (any remaining balance is due, it will be deducted and remaining balance will be refunded).

Refund / Exception Eligibility

- Clients may be eligible for refund under certain circumstances such as:
 - **Medical Conditions** - if a licensed physician determines the athlete cannot continue training for an extended period with proper documentation.

- **Relocation** - the client permanently relocates more than 50 miles from the facility (with proof).
- **Facility Closure** - if **Speed Academy Athletics** permanently closes and cannot provide services.
- **Military Orders** - if the guardian of a client is on active duty and is being deployed or permanent change of station (PCS). Official military documents or orders are required.
- **Duplicate or Incorrect Charges** - if **Speed Academy Athletics** process an accidental duplicate payment or any billing errors, the overpayment will be refunded or credited.
- **Death** - if the client is deceased with proof of documentation.

11. MEDICAL & INJURY POLICY

A. Medical Clearance

- Clients certify that they are physically capable of participating in sports performance training.
- Clients who have any known medical condition, injury, illness, or physical limitation that may affect participation must notify **Speed Academy Athletics** before participating in any training session.
- **Speed Academy Athletics** reserves the right to request written medical clearance from a licensed healthcare provider before allowing participation or return to training.

B. Disclosure of Medical Conditions

- Clients (or parents/legal guardians of minors) agree to disclose any relevant medical conditions, including but not limited to:
 - Asthma
 - Heart conditions
 - Diabetes
 - Seizure disorders
 - Concussions
 - Bone, joint, or muscle injuries
 - Recent surgeries
 - Pregnancy
 - Allergies (including medication, food, or insect allergies)
 - Any condition requiring emergency medication (EpiPen, inhaler, insulin, etc.) Failure to disclose relevant medical information may increase the risk of injury and may limit **Speed Academy Athletics'** ability to respond appropriately in an emergency.

C. Injury Reporting

- Clients are responsible for immediately informing their coach if they:
 - Experience pain
 - Dizziness
 - Chest discomfort,
 - Difficulty breathing
 - Loss of balance
 - Unusual fatigue
 - Any injury before, during, or after training.
 - Coaches may stop or modify training at any time if they believe continued participation may place the client at risk.

D. Return-to-Play Policy

- Clients returning from an injury, surgery, illness, or concussion may be required to provide written medical clearance before resuming training.
- **Speed Academy Athletics** reserves the right to modify training until the athlete safely progresses back to full participation.
- Medical clearance does not guarantee immediate return to full training intensity.

E. Concussion Policy

- Any athlete suspected of having a concussion during training must immediately stop participation.
- The athlete may not return to training until written clearance is received from an appropriately licensed healthcare provider in accordance with applicable return-to-play guidelines.

F. Medication Policy

- Clients are responsible for bringing and maintaining any personal medications they may require during training, including but not limited to:
 - Rescue inhalers
 - EpiPens
 - Insulin
 - Emergency medications
- **Speed Academy Athletics** staff are not responsible for providing or administering medication except as permitted by law and authorized in writing by the client or parent/guardian.

G. Emergency Medical Treatment

- If a medical emergency occurs, **Speed Academy Athletics** staff may:
 - Contact emergency medical services (911),
 - Administer reasonable first aid within the scope of their training,
 - Contact the listed emergency contact and take reasonable steps to protect the athlete until emergency personnel arrive.
- Clients (or parents/guardians) accept full responsibility for any medical expenses resulting from emergency care.

H. Training Modifications

- Coaches reserve the right to modify or discontinue any exercise based on:
 - Injury
 - Pain
 - Fatigue
 - Illness
 - Physical Limitations
 - Environmental Conditions
 - Safety Concerns
- Training modifications are made solely to reduce the risk of injury and do not constitute medical treatment.

I. Illness Policy

- To help protect athletes and staff, clients should not attend training if they have:
 - A fever within the past 24 hours,
 - Vomiting or diarrhea within the past 24 hours,
 - A contagious illness,
 - Symptoms that could reasonably spread illness to others, or have been advised by a healthcare provider to avoid strenuous physical activity.
- Missed sessions due to illness will be handled according to the **Attendance and Cancellation Policy** unless otherwise approved by management.

J. Hydration & Nutrition Responsibility

- Clients are encouraged to arrive:
 - Properly hydrated,
 - Adequately nourished,
 - Physically prepared for training.
- Failure to maintain appropriate hydration or nutrition may increase the risk of injury, heat-related illness, dizziness, or decreased athletic performance.

K. Assumption Of Physical Risk

- Clients understand that participation in sports performance training involves inherent risks, including but not limited to:
 - Muscle soreness
 - Strains and sprains
 - Ligament or tendon injuries
 - Fractures
 - Illness
 - Falls
 - Collisions
 - Heat exhaustion
 - Dehydration
 - Cardiac events
 - Serious bodily injury
 - Permanent disability
 - In rare cases, death.

- Clients voluntarily assume all known and unknown risks associated with participation.

L. Coach's Authority

- **Speed Academy Athletics** coaches have the authority to remove an athlete from training whenever they determine participation presents a safety concern.
- This decision is made solely in the interest of athlete safety and is not subject to dispute during the training session.

M. Parent/Guardian Responsibilities (For Minors)

- Parents or legal guardians agree to:
 - Provide accurate and current medical information.
 - Update Speed Academy Athletics if the athlete's medical condition changes.
 - Maintain current emergency contact information.
 - Inform staff of any medications or restrictions before each training session when applicable.
- Failure to provide accurate medical information may affect the athlete's ability to participate safely.

N. No Medical Advice Disclaimer

- **Speed Academy Athletics** and its coaches **DO NOT** provide medical diagnosis, treatment, rehabilitation, or physical therapy services.
- Any guidance related to exercise or athletic performance is not a substitute for professional medical advice. Clients should consult a licensed healthcare provider regarding medical concerns, injuries, or physical limitations.
- Clients agree to inform coaches before participating in session of any:
 - Injuries
 - Illnesses
 - Surgeries
 - Medical restrictions
- **Speed Academy Athletics** reserves the right to require physician clearance before returning to training.

12. CODE OF CONDUCT

- **Speed Academy Athletics** is committed to providing a safe, positive, respectful, and high-performance environment where every athlete has the opportunity to develop physically, mentally, and personally.
- All clients, parents/guardians, spectators, and guests are expected to conduct themselves in a manner that supports our mission, values, and community standards.
- Failure to comply with this **Code of Conduct** may result in disciplinary action, suspension, or termination of services without refund.

A. Respect for Coaches and Staff

- Clients and parents agree to:
 - Treat all coaches, trainers, staff members, volunteers, and facility personnel with courtesy and professionalism.
 - Follow coaching instructions during training sessions.
 - Address concerns respectfully and through the appropriate communication channels.
 - Refrain from using abusive, threatening, discriminatory, or offensive language or behavior toward staff.
 - Coaching decisions regarding athlete safety, training modifications, scheduling, and session management are final during training sessions.

B. Respect for Other Athletes

- Clients shall:
 - Encourage teammates.
 - Demonstrate good sportsmanship.
 - Respect personal space and individual differences.
 - Refrain from bullying, intimidation, hazing, harassment, discrimination, or physical altercations.
 - Avoid disruptive behavior that interferes with another athlete's training experience.
- **Speed Academy Athletics** maintains a zero-tolerance policy for bullying, harassment, or violence.

C. Parent & Spectator Expectations

- Parents, guardians, family members, and spectators are expected to:
 - Support coaches in maintaining a productive training environment.
 - Avoid interrupting coaching during active sessions.
 - Refrain from coaching athletes from the sidelines unless requested by **Speed Academy Athletics** staff.
 - Address questions or concerns before or after scheduled training sessions whenever possible.
 - Demonstrate respectful behavior toward staff, athletes, and other families.
- Any behavior that disrupts training may result in removal from the facility.

D. Athlete Responsibility

- Athletes are expected to:
 - Arrive on time and prepared to train.
 - Wear appropriate athletic clothing and footwear.
 - Bring water and any required personal equipment.
 - Follow all safety instructions.
 - Put forth consistent effort.
 - Notify coaches immediately if experiencing pain, illness, or injury.
 - Maintain a positive attitude and willingness to learn.
- Repeated failure to follow coaching instruction may result in removal from training.

E. Facility & Equipment Care

- Clients agree to:
 - Respect all equipment and facility property.
 - Use equipment only as instructed.
 - Return equipment to its designated location after use.
 - Dispose of trash properly.
 - Report damaged or unsafe equipment immediately.
 - Avoid intentional damage or misuse of facility property.
- Clients may be financially responsible for damage caused by negligence or intentional misconduct.

F. Safety Expectations

- For everyone's safety, clients shall not:
 - Participate while under the influence of alcohol or illegal drugs.
 - Engage in horseplay or reckless behavior.
 - Use abusive physical contact.
 - Ignore coach instructions regarding safety.
 - Use equipment without supervision when supervision is required.
- Coaches may immediately remove any participant whose behavior creates a safety concern.

G. Language & Professionalism

- Clients, parents, and guests shall:
 - Use respectful language.
 - Avoid profanity directed toward others.
 - Refrain from discriminatory remarks.
 - Treat everyone with dignity regardless of age, race, ethnicity, religion, disability, sex, gender, or athletic ability.

H. Electronic Devices

- To maintain focus and safety:
 - Cell phone use during training should be limited to emergencies unless authorized by a coach.
 - Athletes should remain engaged throughout the session.
 - Unauthorized recording of coaches, athletes, or training sessions is prohibited without prior permission.

I. Social Media Conduct

- Clients and parents agree not to:
 - Publish false, misleading, or defamatory statements about Speed Academy Athletics, its staff, or other clients.
 - Post content that violates another person's privacy.
 - Misrepresent **Speed Academy Athletics** or its programs.
- Constructive concerns should first be addressed directly with management to allow an opportunity for resolution.

J. Attendance & Accountability

- Clients are responsible for:
 - Arriving on time.
 - Following scheduling procedures.
 - Communicating cancellations promptly.
 - Respecting appointment times.
 - Complying with all attendance policies.

K. Substance-Free Environment

- The possession, use, or distribution of illegal drugs, alcohol, tobacco products, vaping devices, or other prohibited substances is not permitted on **Speed Academy Athletics** property or during any program or event.

L. Weapons Policy

- Weapons of any kind are prohibited on the premises except as permitted by law and authorized by management.
- Any threat involving a weapon will result in immediate removal and may be reported to law enforcement.

M. Disciplinary Action

- **Speed Academy Athletics** reserves the right to address violations of this **Code of Conduct** through progressive disciplinary action, which may include:
 - Verbal warning
 - Written warning
 - Temporary suspension from training
 - Parent conference (for minors)
 - Removal from a training session
 - Termination of membership
 - Permanent dismissal from **Speed Academy Athletics**
- The level of discipline will depend on the severity, frequency, and nature of the conduct.

N. Immediate Grounds for Termination

- The following behaviors may result in immediate suspension or termination without prior warning:
 - Physical violence or fighting.
 - Threats toward staff or participants.
 - Bullying or harassment.
 - Theft or vandalism.
 - Possession of illegal drugs or alcohol on the premises.
 - Intentional destruction of property.
 - Repeated disregard of safety instructions.
 - Fraudulent payment activity or chargebacks made in bad faith.
 - Any behavior that places others at risk or substantially disrupts the training environment.
- Termination for these reasons does not entitle the client to a refund.

13. PHOTOGRAPHY & MEDIA RELEASE

- Unless otherwise requested in writing, **Speed Academy Athletics** may photograph or record athletes during training for:
 - Social Media
 - Website
 - Promotional Materials
 - Educational Purposes
- No confidential information will ever be shared.
- Clients may opt out by submitting written notice.

14. WAIVER & RELEASE OF LIABILITY

To the fullest extent permitted by Florida law, the Client releases and holds harmless **Speed Academy Athletics**, its owners, employees, contractors, coaches, volunteers, and affiliates from claims arising out of participation in training, except in cases of gross negligence or intentional misconduct.

15. GOVERNING LAW

This Agreement shall be governed by the laws of the State of Florida.

Any disputes shall be resolved in the appropriate courts located within the State of Florida.

16. ACKNOWLEDGMENT

By participating in **Speed Academy Athletics** programs, clients, parents, and guardians acknowledge that they have read, understand, and agree to comply with this Code of Conduct. They further understand that these standards are intended to foster a safe, respectful, and positive environment for all participants.

I certify that I have carefully read this Agreement and fully understand its contents. I voluntarily agree to all policies, terms, and conditions set forth by **Speed Academy Athletics**.