

KOA Sports Performance – Terms and Conditions

Effective Date: August 6, 2025

By purchasing or participating in any KOA Sports Performance program (online, in-person, or subscription-based), you (“the Client”) agree to the following terms and conditions. Please read them carefully.

1. Program Use and Access

All workout programs, whether delivered online, in-person, or through subscription, are intended for personal use only. You may not copy, distribute, resell, or modify any part of the training materials for commercial use. Programs are designed based on the information you provide; you agree to be truthful and thorough in completing intake forms to ensure safe and effective programming. Online programs are accessible for the full duration of the purchased term (e.g., 12 weeks for Online Training or monthly for KOA DAWGS Subscription).

2. No Guarantee of Results

While KOA Sports Performance programs are designed to help you improve performance, fitness, and health, individual results may vary. Your outcomes will depend on your consistency, effort, nutrition, lifestyle, and adherence to the training provided. KOA Sports Performance makes no guarantees regarding specific performance outcomes or physical changes.

3. Refund Policy

All sales are final. Due to the nature of digital delivery and individualized program design, KOA Sports Performance does not offer refunds. In certain cases, such as injury or other unforeseen issues, credit toward a future program may be considered at our discretion. KOA DAWGS Subscriptions can be canceled at any time, but access will remain until the end of the current billing cycle. No partial refunds are issued for cancellations.

4. Health and Safety Disclaimer

You understand and agree that it is your responsibility to consult with a physician before starting any exercise program. By participating, you confirm that you are physically capable of engaging in strenuous physical activity or have disclosed all injuries or limitations through your intake form. KOA Sports Performance is not liable for injuries sustained during or outside of training sessions.

5. User Conduct and Communication

You agree to maintain open and honest communication with your trainer for the best training experience. Any feedback, adjustments, or concerns must be shared promptly so your program can be modified accordingly. Abusive, threatening, or inappropriate behavior will not be tolerated and may result in termination of service without refund.

6. Media Release (Optional)

By checking the appropriate box on your intake form, you grant KOA Sports Performance permission to use your image, videos, or performance data for promotional and social media purposes. This is entirely optional and will only be used with your consent.

7. Minors

If the client is under 18 years of age, a parent or guardian must review and agree to these Terms and Conditions and sign the intake form on their behalf.

8. Modifications and Updates

KOA Sports Performance reserves the right to update or modify these Terms and Conditions at any time. All changes will be posted on our website and take effect immediately upon posting.