

# REAL. SIMPLE. FITNESS.

PERSONAL TRAINING - GROUP FITNESS - HEALTH COACHING

## Business Info & Policies

Thank you for understanding the value of these policies so we can maintain a professional and fair business for everyone.

## Scheduling

Classes accommodate **6–8 ladies** (depending on class type). To ensure adequate space and equipment for everyone, please schedule classes in advance, ideally **12 hours or more**.

- Book classes online or ideally through the Fit by Wix app (code: RSFITNESS)
- If a class is full, please join the waitlist in the Fit app. You will be notified if a spot becomes available
- You can access bookings and account details through your profile online or in the Fit app
- Please arrive **5–10 minutes before class** so we can start on time and you are ready for your workout

## Cancellations

Classes are planned based on attendance, and with small group sizes **every spot matters**.

Please cancel or reschedule **at least 3 hours before class** through the website or Fit app. **Late cancellations (within 1 hour of class start) and no-shows are non-refundable.**

## Subscription Policies

Subscriptions automatically renew and are charged to the card on file.

- Unlimited subscriptions renew monthly on the same date
- 8-Class subscriptions renew every 4 weeks

**If you will miss 2 or more weeks, you may request a pause by *texting or emailing*.**

Subscriptions paused for 12 consecutive weeks will be canceled and may require re-enrollment at current rates.

(Jenn takes two planned vacation weeks each year (typically July and December). During these weeks subscriptions remain active and Open Gym is available. If Jenn is away for additional extended time (1+ week), subscriptions will be paused.)

To avoid the next billing cycle, **cancellation requests must be submitted at least 7 days before your renewal date** (visible in your account).

8-Class subscriptions include one rollover class per billing cycle if needed. Rollovers are not automatic—please request one by text or email.

## **Class Packs**

Class packs offer multiple sessions at a discounted rate and provide flexibility for those with a more irregular schedule.

- Packs can be purchased online using a credit card or in person via cash or check
- Class packs expire after 6 months

## **Refunds**

Refunds are not given for unused sessions unless there are extenuating circumstances.

## **Guest Passes**

Guests may attend class with you occasionally for \$10 per class.

## **Household Member Discount**

Household family members—such as a spouse, partner, or children living with you—receive 50% off any class pack or membership. Use coupon code: PLUSONE50.

## **Children**

Kids or grandkids are welcome to join you occasionally when needed. Please ensure they do not disturb other members and remind them to treat the equipment respectfully and use it only as intended.

## **Studio Photos**

Photos may occasionally be taken to capture the Real. Simple. Fitness. experience and may be used on social media or the website.

If you prefer not to have your photo shared, your face will be cropped or blurred before posting.