

REAL. SIMPLE. FITNESS.

PERSONAL TRAINING - GROUP FITNESS - HEALTH COACHING

Business Policies

Thank you for understanding the value of these policies so that I am able to maintain a professional and fair business for myself and for all of you!

Scheduling

- Please book classes and private sessions online at www.realsimplefitness.net or through the “Fit by Wix” app. After downloading the app, use invite code RSFITNESS.
- Please cancel and/or reschedule online (or Fit app) within 3 hours of session start time.
- I will provide refunds for up to 3 last-minute cancellations or no-shows. (within 3 hours of the start time). However, any subsequent late cancellations or no-shows will not be eligible for a refund of your class or session payment.

Group Classes

- Our classes currently accommodate up to 8 ladies. For adequate space and equipment for everyone, it is important to schedule each class in advance.
- If class is full, you will be prompted to join the waitlist (via Fit app) and will be notified if a spot becomes available. You may also text me in case any cancellations occur.
- Aim to arrive 5-10 minutes before class begins. It helps us start on time without disruptions and ensures you'll be fully prepared for your workout.

Private Sessions:

- Running late? Please notify me via text. Sessions must end at the scheduled time to keep things running smooth for subsequent appointments.
- Consistent lateness or no-shows might affect your time slot or service.

Monthly Subscription Plans:

Monthly subscriptions auto-renew every 4 weeks, via credit card. They offer the best value and encourage a consistent fitness routine for you plus hassle-free payments.

- Unused classes/sessions do not roll over from one billing period to the next. Please make up missed classes in the same billing period. (Unless otherwise approved.)
- In cases of prolonged illness or vacations, I do offer the option to pause your subscription. I ask that you reach out to request a pause in your subscription.

- If your subscription is paused for 4 weeks or more, it will be subject to cancellation. In such a case, you'll have the option to rejoin at current rates, should they be different.
- If there are extended cancellations initiated by me, I'll proactively pause all recurring subscriptions to ensure fairness and avoid any inconvenience for you.
- You may cancel subscriptions at any time through your account or by contacting me. Once canceled, there won't be any additional charges. Payments already made will not be refunded.

Class & Session Packs:

Packs offer a fixed number of classes or sessions at a reduced price. You have the flexibility to decide when to attend these classes within a certain timeframe, helping you save money per session.

- Class Packs expire after 6 months.
- Private Session packs expire after 3 months.
- Please refer to your member account to view details of your current plan.

Payments & Refunds:

- Payment is accepted via cash, check (payable to Real Simple Fitness or RSF) or by credit card. Please make payment prior to, or at the time of your first class or session.
- Refunds are not given for unused sessions unless there are extenuating circumstances.

Guest Passes:

Guests who attend class with you may drop in at a discounted rate of \$10 per class. A guest is defined as someone who attends on an occasional or temporary basis.

Studio Photos:

We love to take photos from time to time to capture the experience of Real. Simple. Fitness.

- Photos will be taken respectfully and tactfully. These photos may be used on our social media sites, website, etc. You will be given an opportunity to refuse your photo from being shared.

Confidentiality & Professionalism:

- As your Fitness Professional, I will treat you and each client with respect, dignity and free of judgment. Your personal information will be kept secure, private and confidential.
- I will follow best business standards, keeping my Personal Training Certification in good standing and working within my legal scope of practice.

Having clear and consistent rules and policies helps us work together in a friendly and positive way. They make sure everyone is treated fairly and honestly, which makes everyone happier and helps the business succeed. Thank you!