

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 all clients.

Please Book Online!

Please book and cancel your private sessions and classes online at realsimplefitness.net or through the "Fit" by Wix app on your mobile device (Invite Code: XNYTFL). Your online account will give you easy access to all your booking and payment details.

Group Training Sessions:

- Class size is limited to 8 ladies. Please adhere to these scheduling policies for the benefit of everyone.
- Please schedule each class at least 12 hours in advance. Last minute bookings are accepted as long as there are open spots available.
- Please cancel online (or Fit app) within 3 hours of class time.
- Life happens, and I will provide class refunds for up to 3 last-minute cancellations or no-shows. (A last-minute cancellation refers to within 3 hours of the class start time). However, any subsequent late cancellations or no-shows will not be eligible for a refund of your class payment.
- You may join the waitlist if class is full and will be notified if a spot becomes available.
- Please arrive 5-10 minutes early so you are ready to go and class is not disrupted.

Private Sessions:

- If you're running late, please send me a text message to let me know. Your session will still end at the original scheduled time to avoid any disruptions for the next appointments.
- Please cancel within 3 hours of your scheduled appointment time.
- Life happens, and I will provide refunds for up to 3 last-minute cancellations or no-shows. (A last-minute cancellation refers to within 3 hours of start time). However, any subsequent late cancellations or no-shows will not be eligible for a refund of your session payment.
- Ongoing lateness, cancellations or no shows, will result in having to surrender your preferred time slot, or having to discontinue services.

Payments & Refunds:

- Payment is accepted via cash, check (payable to Real Simple Fitness or RSF) or by credit card through my secure website. Please make payment prior to, or at the time of your first class or session.
- Class and private session packs come with an expiration. Please refer to our website or your member account to view details of your current plan.
- Refunds are not given for unused sessions unless there are extenuating circumstances.

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. If you happen to be captured in a group photo, your face will be cropped or blurred before sharing.

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 keep my Personal Training Certification in good standing, which requires a current certification in CPR/AED training, and a minimum of continuing education courses.
- I will follow best business standards within my legal scope of practice and refer you to other professionals for needs I cannot meet.

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!