

# REAL. SIMPLE. FITNESS.

PERSONAL TRAINING - GROUP FITNESS - HEALTH COACHING

## Studio Guidelines & Policies

Thank you for helping us keep RSF a supportive, organized, and fair space for everyone 

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### Scheduling

Class sizes are small (6–8 ladies) to allow for space, equipment, and adequate coaching for all.

- Please schedule classes in advance to reserve your spot
- Book online or through the “Fit” by Wix app (code: RSFITNESS)
- If a class is full, join the waitlist (app only) – it’s common for a spot to open up
- You can manage bookings and account details through your profile online or in the app
- Please arrive 5–10 minutes early to get settled and prepared for class

### Cancellations

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

- Cancel or reschedule at least **3 hours before class**
- Late cancellations (within 1 hour) and no-shows are **non-refundable**

### Membership (Subscription) Policies

- Memberships auto-renew monthly on the same date and are charged to the card on file
- If you will miss 2 or more weeks, you may request a pause via email
- Pauses longer than 12 consecutive weeks will result in cancellation and may require re-enrollment at current rates
- Cancel at least 7 days before your renewal date (shown in your account) to avoid the next billing cycle.

### Planned Time Off:

Jenn takes two planned vacation weeks each year (typically July and December). During these weeks, memberships remain active and Open Gym is available.

If Jenn is away for additional extended time (1+ week), memberships will be paused.

### Class Packs

Class packs offer flexibility for those with a more variable schedule.

- Available for purchase online (credit card) or in person (cash/check)
- Sessions expire 6 months from purchase date

## **Refund Policy**

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

## **Guest Passes**

Guests are welcome to join you for \$10 per class.

## **Household Member Discount**

Household family members (spouse, partner, or children living with you) receive 50% off any class pack or membership. Use code: PLUSONE50

## **Children at the Studio**

Kids or grandkids are welcome to join you occasionally when needed.

- Please supervise them and be mindful of noise and behavior
- Ensure they treat equipment respectfully and use it only as intended
- Adults always have priority for equipment and space

## **Studio Photos**

Photos may occasionally be taken to capture the RSF experience and may be used for social media or the website. Your photo will not be shared if you decline the photo release.

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