



## **ELEVATED WELLNESS**

PERSONAL TRAINING

# Elevated Wellness Policies

## Penalty Fees & Cancellation Policies

**1:1 Prompt Arrival:** If your 1:1 Training session begins at 9:00 am and you wish to use the open gym before your 1:1 Private session, please arrive promptly at 8:45 am. Similarly, if you plan to utilize the open gym after your session, please ensure that you are off of the gym floor by 9:45 am. This helps us accommodate other clients who have bookings before and after yours.

**Open Gym Session Grace Period:** (10 Minute before & after grace period - extra time for changing clothes, restroom time, etc.) (example, 9am booked open gym time, can access at 8:50am and leave at 10:10am)

**Timely Departure:** We enforce a \$15 fee for unreasonably overstaying your booking time on the gym floor.

**Non Booked Arrivals:** Any client who utilizes the gym without booking a time slot on PTMinder will be charged a \$20 fee. Multiple recurrences will result in a suspended membership. Any client who utilizes the gym without a membership will be charged a \$50 fee.

**Open Gym Time Slot Cancellation:** Client can cancel open gym booked time slot anytime before the one hour window of the booked time. Any cancellation under one hour will result in a \$5 cancellation fee.

**No-Show Fees for Open Gym:** If you fail to show up for your scheduled open gym time, resulting in an unused time slot that could have been allocated to another client, a \$20 charge will be applied to your account. Multiple recurrences will result in a suspended membership.

**Missed Payment Policy:** If a payment is missed, access to the open gym, sessions, and classes will be suspended until dues are paid.

**Shared Access Code Policy:** If a client or member shares the access code to the gym with a non-member of Elevated Wellness, they will be charged a \$50 fee and the membership will be forfeited.

**Open Gym & 1:1 Membership Cancellation Policy:** Purchaser/Client can cancel membership at any time with at least 30 Days written email notice to [elevatedwellness.pt@gmail.com](mailto:elevatedwellness.pt@gmail.com).

Any membership cancellation will be subject to pay their remaining charges for the rest of that month, in ordinance with the 30 days notice. This policy is effective on the start date of membership. After membership is canceled, it is not guaranteed that the client will get their time slots back. Clients cannot reserve session days or times without an active membership. Client has no guarantee that a spot will be open after membership cancellation.

## **MEMBERSHIP Refund Policy**

NO refunds will be given. It is the responsibility of the Purchaser to use the remaining training sessions and gym membership regardless of the situation.

## **ACCUMULATED SESSIONS EXPIRATION POLICY**

The undersigned understands that the purchased classes or sessions expire after 3 months of purchase date. Any unused sessions that the undersigned does not use before 3 months of purchase date will expire after 3 months and will be ineligible for use.

Accumulated paid sessions cannot be substituted for other scheduled sessions. If a client cancels a session with at least a 24-hour notice, the paid session will remain credited to their account for future use.

However, future payments will not be adjusted to accommodate missed sessions. It is the client's responsibility to arrange for a makeup session in the future to utilize the credited session. For instance, if a client has a 3x per week membership and misses a session in a given week, the session will be retained in their account, allowing them to schedule a 4th training session any following week prior to the 3 month expiration date. The payment for the following week will not be reduced due to the missed session.

## **1:1 Training Membership Pause/Freeze Policy**

Clients are allowed to pause/freeze membership up to 2 weeks for vacations and emergencies. Any requested freeze or pause longer than two weeks, the clients membership will be canceled for the time being, and client will be responsible to pay their remaining month charge. After membership is canceled, it is not guaranteed that the client will get their time slots back. Client cannot reserve session days or times without an active membership. Client has no guarantee that a training spot will be open after membership cancellation.

## **Session Cancellation/Reschedule/No show Policy**

In the event of a session cancellation, it is understood that training sessions are based on a five-day work week schedule and failure to notify the trainer about cancellation of a session with at least 24-hours notice, for whatever reason, is still subject to a lost session. Any cancellation or reschedule ONE

HOUR or under before scheduled session will result in a lost session & charge of 50% of the session to the card on file.

**In the event of a reschedule**, trainers must be notified before the 4 hour window of scheduled session time. Otherwise, the session will be removed from the account. A rescheduled session is NOT guaranteed based on the Trainers booked schedule. It is the responsibility of the client to plan for their session accordingly.

Client is allowed one reschedule for said session, a cancellation of the rescheduled session will result in a lost session and a 100% session charge.

The rescheduled session is only valid for the week of the original booked session, client may not use the reschedule on the following week. If a reschedule is requested for a Friday session, client can rebook on the following week.

Out of respect for our trainers and our other clients, we ask that you arrive on time to your appointment so your paid session time is accommodated. Clients arriving late will receive the remaining scheduled session time, unless other arrangements have been previously made with the trainer. With other clients scheduled time after you, we will not go overtime on your session. Should a client fail to show up for a scheduled session without notifying your trainer of absence, that session will be removed from the clients account along with a charge to the clients card on file of 100% of the session cost. All clients receive appointment reminders sent straight to their phone before the scheduled session to assure the date and time is correct and confirmed with the client.

## **Child Attendance Policy at Elevated Wellness LLC**

**Policy on Bringing Your Child to Sessions is as follows:**

At Elevated Wellness LLC, we are committed to creating a safe and focused environment for all clients while supporting parents in balancing their fitness journey and parenting responsibilities. To ensure everyone's safety and minimize disruptions, please adhere to the following policy regarding bringing your child to sessions or classes:

### **1. Designated Child Area:**

- Space will be set aside in the front right corner of the gym near the garage door to keep children away from gym equipment that could harm them.

- It is crucial that children remain contained in this designated corner to avoid disruptions for other clients and to ensure their safety from gym equipment and potential injuries.
- 2. Request Submission:**
- Clients must submit a request to their trainer by text message at least 4 hours before their booked session or class to bring their child.
- 3. Child Accommodation:**
- We can accommodate a maximum of two children during your session.
  - Infants are allowed in the gym during 1:1 sessions if the child is strapped onto the parent to avoid any injuries to the infant.
  - Infants are allowed in the gym during 1:1 sessions in the designated child area if they are secured in a car seat or stroller.
  - Children must remain in the permitted area without causing disruptions.
  - Approval for child attendance may not always be granted.
- 4. Permitted Hours and Areas:**
- Children are allowed in the designated area during personal training hours only.
  - Bringing children during only open gym hours and small group class is not permitted.
  - Children are not allowed on the gym floor outside of the designated space at the front garage door of Unit 12, nor are they permitted to use any equipment.
- 5. Comfort and Safety:**
- For their comfort, children will have access to seating and are welcome to bring any necessary toys that do not cause distraction to other members and clients.
  - To support parents, we offer a supervised area for children during your sessions, allowing you to focus on your workout while ensuring your child's safety.

We aim to support you in balancing your fitness journey and parenting responsibilities. Thank you for your understanding and cooperation.

## Gym Rules

1. Prior approval is required for any guest without a membership.

If you'd like to bring a friend, they must sign up on our website & request a Drop in Visit.

Anyone who has a membership at our gym, has a private & unique code that is not to be shared. Any unsolicited guest brought in by a member will be caught on camera. If you do, then there will be a \$50 fee for unsolicited and unapproved guests & your membership will be suspended with zero refund.

2. Use the equipment properly: If you are not sure, ask a member of staff or a personal trainer.

3. Refrain from hogging machines or equipment for extended periods, allowing others to use them between sets.

4. Put your weights away.

5. Cleanliness is Key: Clean your machines and equipment after each use to maintain a hygienic environment for everyone.

6. Non-Judgmental Environment: Embrace diversity and refrain from making judgments based on appearances, abilities, or fitness levels. We're all here to better ourselves, no matter where we start.

7. Please be mindful of your time in the restroom.

If you feel that you need longer than a reasonable amount of time, please use the community bathroom in the front of the building. Locker rooms are available for changing clothing and freshening up.

8. No unofficial PTs: Only rent-paying personal trainers are allowed to provide paid personal training at Elevated Wellness. Anyone else isn't insured and not permitted on the premises without prior written consent from the owners.

9. Report issues quickly: Please report any equipment malfunctions, personal injuries or specific concerns to the staff immediately.

10. Garage doors can only be opened by staff or employees.

## Parking

Parking is allowed **ONLY** in front of Unit 12 & 13 Entry Doors and garage doors.

**DO NOT** park in front of any other units' entry or garage doors.

Parking is available around the perimeter of the building, on the side of the building, and in the front of the building.

## THANK YOU

Our rules and policies ensure fairness and efficiency for all clients, maintaining Elevated Wellness' high standards. We appreciate your cooperation.

We're committed to supporting your fitness journey and believe these improvements will enhance your experience. For questions or more information, reach out to us.

Thank you for your continued trust and loyalty. We're excited to help you achieve your fitness goals in our improved facility!

Warm regards,

Dametres & Theresa Perry  
Owners & Personal Trainers  
Elevated Wellness LLC