

COMPLIMENTS 4 U – GENERAL POLICIES & PROCEDURES

Class "Pass" Purchases: Class Passes give participants the flexibility to purchase a block of classes/days at a reduced rate "per class" as opposed to the "drop-in" fee per class/day. In an effort to minimize the possibility of exceeding the maximum number of participants in any given class, class passes are activated to expire for renewal on the 1st or 15th of expiring month. To keep prices low, class passes are non-refundable, cannot be cancelled and have an expiration date. However, class passes may be transferred to another person. Please understand that there are no refunds on unused class passes.

Every effort is made to conduct classes as scheduled. Classes may be a scheduled cancellation due to instructor availability, which is typically communicated 2 weeks to one month in advance via website, text messaging, studio signage and if possible, the monthly newsletter and email. In very rare occasions, class may be cancelled due to illness, inclement weather or special events at the facility. In such cases, passes may be adjusted if the minimum number of scheduled classes (based on 4 weeks) do not occur within a 30-day period depending on calendar month i.e., at least four Saturday class dates, at least eight weekday class dates for Limited Zumba passes, etc. Classes may also be cancelled, should no participants show up at least 10 minutes after the scheduled start time.

"Drop-In: Pay-at-Door": Participants may "drop-in" and "pay-at-door" without registering on a first-come, first-served basis if space is available. However, the courtesy of advanced notification can not be extended to participants should there be a change in class status if a participant chooses not to register in advance. Every attempt will be made to contact registered participants via email, text messaging and by updating the website with any schedule changes or cancellations that should occur.

Referral Reward: Refer a new customer that purchases a Class Pass or Miss Fit Group Training and receive 10% off of your next Class Pass or Miss Fit Group Training.

Methods of Payment: Cash or Checks are accepted on-site. Credit/Debit cards and electronic check/bank transfers are accepted online for registration payments. Visit website & payments page for additional information. There is a \$10 fee for returned checks.

Miss Fit Group Training: Payment is made in advance (monthly), no later than scheduled start date, for scheduled "open" group trainings. A minimum of (4) paid registrations are required in advance to confirm training(s) as scheduled. Continuing participants are not guaranteed space without payment or pro-rated for missed sessions that are 'planned' unless agreed upon arrangements have been made in advance (prior to payment). i.e., vacation, work-related travel, etc. There are no scheduled make-ups for participants that miss session(s) nor are credits or refunds extended. Participant may attend another session day (if applicable) or attend another class the Allen Studio at no additional charge if there is space available. Should trainer cancel session, make-up options will be provided. Participant cancellations received within 72-hours of scheduled start date may be subject to a 50% cancellation fee should the cancellation affect the minimum number of participants required for monthly trainings.

Private Group/ Personal Training: Payment for a minimum of 4 sessions is required in advance – at least 72-hours in advance or at time of scheduling if within 72-hours of training. Should the rate be split among participants, it is up to the participants to determine their financial responsibility for their portion for the total sum of the sessions at the appropriate rate and pay accordingly. Sessions are subject to availability and are not confirmed if payment is not made in advance. Payment for cancelled sessions with more than (8) hours notice will be credited to client's account and may be used for rescheduling, based on trainer availability, or applied to future sessions – valid up to 30 days following cancellation. Cancellations with less than 8-hours notice will result in partial forfeiture of payment (50%) for session unless appointment can be filled. For clients training with others in a private group, there are no refunds for individuals that miss the group's scheduled session(s). Should trainer cancel session(s), client(s) account will be credited applicable session fee(s), for rescheduling or future session(s). Cancellation policy is applicable to personal training clients or private, small group training, not individuals within private, small groups. There are no credits issued for individuals that miss their group's scheduled session(s). Cancellation of multiple scheduled trainings (personal/ private, small group) require a minimum of 7-days notice. Refunds (75%) will be issued within 14-days following receipt of cancellation for remaining paid sessions outside of the 7-day notice period.

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Nutritional Guidance (Online Program/ Manual and/or Consultations): Payment for one-time consultations are required at least 72-hours in advance or at time of scheduling if within 72-hours of consultation. Payments for ongoing consultations are required in advance (monthly). A non-refundable deposit (50%) is required to confirm consultations. Consultations are 50% refundable if cancellation is received at least 72-hours before one-time scheduled consultation. Consultations may be rescheduled to another date/time if cancellation is received at least 48-hours in advance. Purchases for ongoing consultations are 50% refundable for any remaining sessions scheduled beyond 72-hour notice period. Payment(s) to access to Online Nutrition Program are non-refundable. Payment for nutritional logs/journal are non-refundable.

CPR & First Aid (Community Classes): Payment is made in advance, no later than scheduled start date – at least (4) paid registrations are required 72-hours in advance to confirm class as scheduled. Classes are subject to cancellation if a minimum of (4) paid registrations are not processed at least 72-hours prior to event (i.e., 1pm Wednesday for Saturday classes). Final Class Confirmation or Notice of Cancellation & Refund will be sent at least 48 hours prior to scheduled class date. Participant cancellations are non-refundable within 72-hours of class, however, purchase may be transferred for someone else to attend.

Private Group (Workshop/ Fitness Class/ CPR Class/ Xperience Event): A non-refundable deposit (50%) is required in advance to secure date and the balance due (including applicable travel fees) is required no later than the beginning of class, workshop or event. Non-refundable deposits may be transferred to another date if cancellation is received 5 or more days before scheduled date and the new/rescheduled date is within 60 days of cancellation.

Ongoing Classes @ the Workplace or HOA Community Centers: Full payment (including applicable travel fees) is required in advance for a minimum of 4-weeks and required prior to the start of the first class. Participant cancellations received within 72-hours of scheduled start date may be subject to a 50% cancellation fee should the cancellation affect the minimum number of participants required for class. Payment(s) are non-refundable after a session has started.

Xperience Events: Payment is made in advance, no later than scheduled start date – at least (10) paid registrations are required 72-hours in advance to confirm event as scheduled. Events are subject to cancellation if a minimum of (5) paid registrations are not processed at least 5 days prior to event and if (10) paid registrations are not processed at least 72-hours prior to event. Event Confirmation or Notice of Cancellation & Refund will be sent to all registrants 48-hour to 72-hours prior to scheduled event date. Purchases are non-refundable within 72-hours of event, however, purchase(s) may be transferred to other participant(s) to attend.

Travel: Services beyond a 12-mile radius of Allen (75002) will incur a travel fee for the commute. If location is 13-miles to 19-miles beyond Allen (75002), add \$10.00 travel fee per class. If scheduled start time or end time is between 4:45pm and 6:15pm and location is beyond a 12-mile radius of Allen (75002), add \$20 travel fee per class for traffic, time and distance. Travel/ Commute Fees and or range subject to change at any time. Classes 12+ miles from Allen (75002) will incur a flat fee (starting at \$20) for travel. Fee may be paid in advance or at time of service.