

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. 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, no "make-ups" or credits extended for classes missed by participant(s). In an effort to minimize the possibility of exceeding the maximum number of participants in any given class, class pass renewals may be pro-rated to expire for renewal on the 1st or 15th of expiring month.

"Drop-In: Pay-at-Door": Participants may "drop-in" and "pay-at-door" without registering on a first-come basis if space is available. Space is guaranteed for participants that have a class pass. 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.

Class Cancellations:

Every effort is made to conduct classes as scheduled. Classes may be a scheduled cancellation due to holiday or 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 or credits will be extended 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 twelve class dates for Zumba/ Unlimited passes, etc. Each class typically requires a minimum of 5 participants/ pass registrations per class day. Class days may be cancelled if the minimum number of class participants/ registrations has not been met. Should no participants show up at least 10 minutes after the scheduled start time of any class, that class will not occur as scheduled.

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 & Registration/Payments page to make payment or follow "Send Money/ Send Payment" procedure using a credit card or electronic check via PayPal. There is a \$10 fee for returned checks.

Referral Reward: Earn points for refer new customers that purchase a Class Pass or Miss Fit Group Training package. Accrued Points have an assigned dollar value(\$ value) that may be applied to any Class Pass, Miss Fit Group Training, Online Nutrition/Fitness Program and the retail price of the following items: All T-shirts, Zumbawear, BellyDance Hip Scarves and Nutritional Supplements. Point values are as follows: 1-5 points = \$2.50; 6 to 12 points = \$5.00; 13 to 19 points = \$7.50; 20+ points = \$10.00. Points expire after 90 days unless specified otherwise.

Miss Fit Bootcamps & Group Trainings: Payment is made in advance (monthly), no later than scheduled start date, for scheduled "open" group trainings.

- Allen: Registration is processed online or on-site by trainer. A minimum of (5) paid registrations are required in advance to confirm training(s) as scheduled in Allen - an increased monthly rate may result if only (4) registrants. 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 at any location, if applicable, or attend any class at the Allen Studio at no additional charge if there is space available - check with trainer in advance. 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.
- Oak Point: Registration is processed by Oak Point Center, not Compliments LLC. A minimum of (10) paid registrations are required to confirm trainings as scheduled at Oak Point Center - no exceptions. Continuing participants are not guaranteed space without payment or pro-rated for missed sessions. There are no scheduled make-ups for participants that miss session(s) nor are credits or refunds extended. As a courtesy extended by trainer (not a policy of Oak Point Center), participant may attend another session day at another location, if applicable, or attend attend another group fitness class at no additional charge if there is space available - must check with trainer in advance. Check with Oak Point Center directly about refund policy.

Miss Fit Private/ Personal Trainings: Sessions are subject to availability and are not confirmed if payment is not made in advance. Payment is made in advance (monthly) for a minimum of 4 sessions in advance - at least 72-hours prior to first scheduled session or at time of scheduling if within 72 hours of first training scheduled.

- Training sessions may be shared by up to 5 clients. Rates are \$40 per 45-minute session and \$55 per 60-minute session. Per session fees are significantly lower per person than personal training when split among clients. If approved by training client(s) and/or trainer, certain individuals may "drop-in" private sessions as a participant and will pay as follows: 50% of session fee if total attendees is two and 30% of session fee if more attendees. "Drop-In" participant fee will be credited to "standing" client(s) for future sessions. 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

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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. Cancellations with less than 2-hours notice will result in 100% forfeiture of payment. Should trainer cancel session(s), group members will be credited applicable session fee(s), for rescheduling/ future session(s). Weekend trainings (Friday 5pm - Sunday) and late evening trainings (beyond 8pm) will incur an additional \$15 fee per session. Advanced notice (at least 72-hours) is required to cancel multiple training sessions. A partial refunds (75%) will be issued within 10 business days following receipt of cancellation for remaining paid sessions.

- For Groups (5+ participants), see “Ongoing Private Classes” below.

Nutrition/Fitness Consultations & Programming: Rates for one-time consultation/orientation and ongoing consultations are \$25 for 30-minutes, \$35 for 45-minutes and \$45 for 60-minutes. Payments are required at at time of scheduling or within 24-hours of scheduling to confirm appointment. If cancellation is received at least 72-hours prior to appointment, refunds will be processed within 72-hours. Consultations may be rescheduled to another date/time if cancellation is received at least 24-hours in advance. Payments for ongoing consultations are required in advance payment on a monthly basis. Advance notice (at least 72-hours) is required to cancel ongoing/ multiple consultations scheduled. A partial refund (75%) will be issued for ongoing/ multiple consultations following receipt of cancellation. Refund for remaining paid sessions will be issued within 72-hours following notice. Payment(s) for online programming or for nutritional journals/logs are non-refundable.

One-time Private Group Class (Xperience Event, Special Occasion, Workshop): Rates are \$75 for up to 45-minutes and \$90 for up to 60 minutes. A non-refundable deposit (50%) is required in advance to secure date and the balance due 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. There is a \$25 fee incurred for weekends (5pm Friday - Sunday). Additional charges may be applicable for travel. For larger groups (over thirty participants), an additional charge may be incurred for a co-instructor or instructor assistant depending on setting and age group.

Ongoing Private Classes: Rates for classes are \$75 per 45-minute class session and \$90 per 55 minute class session. The flat rate per class is charged for no less than 6-weeks, regardless of the number of participants. Full payment (including applicable travel fees) is required in advance. Total amount due for recurring classes, for a minimum of 6-weeks, is due at least 72-hours prior to the start of the 1st class to confirm all classes. There are no refunds after a session has started. Make-up classes may be scheduled based on instructor availability, for cancellations with 72-hours notice. Weekend trainings will incur an additional \$15 fee per session (regularly scheduled or make-up).

Xperience Events (Open Registration): 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. Drop-In/ Pay-at-door is permitted based on availability and first-come basis. 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 at least 48-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 Fees: 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.