

## 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.

**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.

**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 location/host site. 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. Class days may be cancelled if the minimum number of class participants/registrations has not been met over a 30-45 day period. Should no participants show up at least 10 minutes after the scheduled start time of any class, that class will not occur as scheduled.

**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. 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.

**One-time Private Group Class:** Rates are \$75 for up to 45-minutes, \$90 for 60-minutes and \$135 for 90-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 facility usage fee incurred for events scheduled to occur at the Allen location. For off-site/home events, additional charges will be applicable for travel if 12+ miles beyond Allen (75002) and if applicable, usage of special equipment or props. For larger groups (over thirty participants), an additional charge may be incurred for a co-instructor or instructor assistant depending on setting & age group.

**Fitness & Wellness Consultations/ Assessments/ Analysis:** Our highly competitive rates are \$25 for 30-min., \$35 for 45-min., \$45 for 60-min. Physical Fitness Assessments (includes Body Composition Analysis) \$20. Body Composition Analysis (measurements & body fat) \$10.

**Healthy Weigh Programming:** Initial Consulting: 4-Week Start Up \$90; 6-Weeks \$175; 10-Weeks \$250. Consulting Renewal for 6-Weeks \$120 & for 10-Weeks \$175. 3-Month Online System Access Renewal requires auto-debit subscription billed quarterly: Basic \$30, Premium \$45, Premium+ \$60. May cancel 3 days prior to billing. Periodic Consultations - refer to Fitness & Wellness rates above.

**Wellness Programming:** Registration/full payment is required in advance to secure class date(s) and times. Total amount, for a minimum of 6-weeks, is due at least (7) days prior to the start of the 1<sup>st</sup> class to confirm all scheduled classes. There are no refunds after a session has started. Make-up classes will be scheduled should class be cancelled by instructor. Make-up classes may be available, based on instructor availability, should site cancel class with advance notice. If applicable, make-up class will be scheduled to occur before class session ends or added as the last class for the session.

ON-SITE WELLNESS - Fitness or Healthy Weigh~ Classes Participants Sign Up On-Site in Advance & Pay Compliments LLC in Advance	30-minutes	45-minutes	55-minutes
Minimum of 8 Participants *	\$7 pp. per class	\$8 pp. per class	\$10 pp. per class
14+ Participants	\$5 pp. per class	\$6 pp. per class	\$8 pp. per class
CORPORATE WELLNESS - Fitness or Healthy Weigh~ Classes Participants sign Up On-Site in Advance - may involve payroll deduction Company Pays Compliments LLC in advance	30-minutes	45-minutes	55-minutes
Up to 30 Employees **	\$60 per class	\$75 per class	\$90 per class
30+ Employees **	\$85 per class	\$99 per class	\$115 per class

\* Minimum will increase to (10) to cover travel fee if applicable. \*\* Excludes applicable travel fee. Services beyond a 12-mile radius of Allen (75002) will incur a travel fee for the commute. ~Additional fee applicable for access to online nutrition program - Basic \$12 per user for 6-weeks or \$17.50 per user for 10-weeks; Premium \$20 per user for 6-weeks or \$30 per user for 10-weeks; Premium+ \$30 per user for 6-weeks or \$45 per user for 10-weeks. Special rate of \$15 per 20-min. initial consult/follow-up as scheduled/requested by user.

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<b>MISS FIT RATES</b>	<b>1 to 2 Clients</b>		<b>3 to 4 Clients</b>		<b>Groups (5+ Clients)</b>	
	<b>PER SESSION</b> Split among Clients Month-to-Month commitment		<b>PER PERSON PER MONTH</b> Split among Clients Month-to-Month commitment		<b>PER PERSON PER MONTH</b> Paid Per Client Month-to-Month commitment	
	60-minutes	45-minutes	60-minutes	45-minutes	60-minutes	45-minutes
					1day / 2day / 3day	1day / 2day/ 3day
	\$50	\$40	\$60	\$50	\$50 / \$80 / \$99	\$40 / \$70 / \$90

**Miss Fit Off-Site/ In-Home Training:** Requires yoga mat or padded floor mat, plus two to three sets of handweights (light to medium to heavy), and large stability ball. Height adjustable step bench is highly recommended and essential for effective, progressive and varied workouts for all fitness levels. Most, if not all, basic equipment will be used every session. Trainer will provide, at no additional cost, small apparatus equipment that may be used during the session(s) to include, but not limited to, core board, mini-balls, kettlebells, medicine balls, resistance bands, weighted bar, Pilates bar, etc. Travel Fees applicable. Aquatic exercise available for 30-min & 45-min. sessions only – call for rates.

### Scheduling & Payment:

- Sessions are scheduled and paid for in advance - on a monthly basis. Auto-debit is required for installment payments (every two weeks). Monthly payments may be made in-person with cash or check or online with a credit card or electronic check. Purchased sessions are non-refundable but may be transferred to another person or applied to other services and products. Purchased sessions/credits are valid for up to 30-days of non-activity.
  - 1<sup>st</sup> time fitness training clients will be required to pay a non-refundable/non-transferable deposit of \$25 to secure their first appointment/session. Deposit will be applied to total amount due for initial session. To schedule & confirm future sessions, payment will be required at initial session or at least 72-hours following initial session to schedule & confirm future sessions.
  - Current/ ongoing fitness training clients, payment is due at time of last paid session or at least 48-hours in advance to secure and confirm “standing” scheduled appointments for continued/ ongoing sessions. Payments received after due date will incur a \$10 late fee due at time of payment.
  - Clients unable to establish a “standing” schedule will be required to pay for session(s) in advance (prior to appointment time), within 24-hours of scheduling. Sessions are subject to availability, are not confirmed or secured and considered “open” if payment is not made in advance.

### Cancellations require notice.

- Individual Fitness Training (1 client)
  - 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 for future sessions.
  - Cancellations with less than 8-hours notice will result in partial forfeiture of payment (50%) for session and a “no-show” will result in 100% forfeiture of payment for session.
- Group Fitness Training (2+ clients)
  - Small group clients (groups of 2-4), may cancel/miss session once per 30-day period without penalty. Additional cancellations/missed sessions will result in partial forfeiture of payment (50%) of session fee.
  - Other group clients (groups of 5+), there are no refunds for individuals that miss their group’s scheduled session(s). Individual fitness training sessions(s) may be available, based on trainer availability, for a reduced fee. If available, client may “make-up” missed workout by attending any class at the Allen location at no additional charge, and/or if applicable, receive an expiration extension to current pass for additional class day(s)- check w/ trainer.
- Cancellations by trainer may occur due to illness, injury or emergency situations. If trainer cancels session with less than 8-hours notice, and a substitute trainer is not available, session + 25% of one session fee (excludes applicable travel fees) will be credited to client(s) account for rescheduling, based on trainer availability, or applied to future session(s). If client/group refuses substitute trainer, client/group will only be credited for cancelled session(s) that can be applied to future sessions.
- Should client need to cancel service (multiple scheduled sessions) due to work, medical condition, injury, relocation, emergency situation, or other reason(s), please provide a written request for cancellation by email, standard mail or in-person. Compliments 4U reserves the right to request supporting documentation. Refunds, less 25% cancellation fee, will be issued within 14-days following receipt of request for cancellation.

**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 \$15.00 travel fee per class. If scheduled start time or end time is Monday thru Friday 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. Class sessions and events 20-25 miles from Allen (75002) will incur a flat fee (starting at \$30) for travel. Fee may be paid in advance or at time of service.