

REAL. SIMPLE. FITNESS.

PERSONAL TRAINING - GROUP FITNESS - HEALTH COACHING

Business Info & Policies

Thank you for understanding the value of these policies so that I am able to maintain a professional and fair business for myself and for all of you!

Scheduling

- Classes accommodate 6-8 ladies (depending on class type). For adequate space and equipment for everyone, it is important to schedule each class in advance, ideally 12 hours or more.
- Book classes online at www.realsimplefitness.net or the "Fit" by Wix app (Use code RSFITNESS).
- If class is full, you will be prompted to join the waitlist (via Fit app) and will be notified if a spot becomes available.
- You can access your bookings and account details through your profile - online or in the Fit App.
- Aim to arrive 5-10 minutes before class begins. It helps us start on time without disruptions and ensures you'll be fully prepared for your workout.

Cancellations

- Please cancel and/or reschedule online (or Fit app) within 3 hours of session start time.
- I will provide refunds for up to 3 last-minute cancellations or no-shows per calendar year. (within 3 hours of the start time). However, any subsequent late cancellations or no-shows will not be eligible for a refund of your session payment.

Payments

I offer two types of payment options which provide lower rates than the cost of single classes:

Monthly Subscriptions:

Monthly subscriptions automatically renew on the same day each month, with payments deducted from your credit card. They offer the best value and encourage a consistent fitness routine for you plus hassle-free payments.

- Subscriptions can be purchased online using a credit card. Payments are securely processed through the Wix booking platform.
- For extended vacations or prolonged illness, I do offer the option to pause your subscription temporarily. Please send me a request to pause your subscription.
- Subscriptions paused for 4 weeks or more will be subject to cancellation. After that time, you'll have the option to rejoin at current rates, which may be different from your previous plan.

- If there are extended cancellations initiated by me, I'll proactively pause all recurring subscriptions to ensure fairness and avoid any inconvenience for you.
- To cancel your subscription, please contact me at least 7 days before your monthly renewal date to avoid charges for the next month.

Class Packs:

Class packs offer multiple sessions at a discounted rate, allowing greater flexibility for those with a more irregular or unpredictable schedule.

- Packs can be purchased online using a credit card, or in person via cash, check (payable to Real Simple Fitness or RSF) or credit card.
- Class Packs expire after 6 months.

Refunds:

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

Guest Passes:

Guests may attend class with you at a discounted rate of \$10 per class. A guest is someone attending occasionally or temporarily.

Children:

Your kids/grandkids are welcome to join on occasion when needed. Please ensure they don't disturb other members, and remind them to please treat the equipment as intended.

Studio Photos:

We occasionally take photos to capture the Real. Simple. Fitness. experience. Photos will be taken respectfully and may be used on social media, website, or otherwise. You will be given an opportunity to opt out of having your photo shared.

Confidentiality & Professionalism:

As your Fitness Professional, I will always treat you and every client with respect, dignity, and free of judgment. Your personal information will remain secure and confidential. I will uphold the highest business standards, maintain my Personal Training Certification, and work within my legal scope of practice.