

Personal Training Cancellation:

Clients are asked to call 24 hours in advance of the scheduled training session. You will be charged for appointments cancelled with fewer than 24 hours notice, barring emergencies. Call/text Catherine at 425-791-4488 to reschedule.

Late Policy:

Clients are responsible for arriving on-time to their personal training sessions. After 15 minutes **without notice**, the remaining time of the session may be lost. If you are running late for group class, let me know via text/e-mail and I will gladly set up your work station for you.

Group Class Drop-ins:

Drop-ins are welcome to class, space permitting, \$15/class. (Contact Catherine to reserve your spot: 425-791-4488 or lifftolose@hotmail.com.) Drop-in cancellations require a minimum two hour advance notice. **Failure to give sufficient notice or no-showing will result in a \$15 charge.**

Class Cleanliness: For your health as well as fellow classmates, please clean your mats and workout toys after use. There are sanitary wipes in the group ex studio by the doorway as well as in the gym. Please return group ex equipment to the storage close, cabinet or weight rack. Lift To Lose Fitness provides clean workout towels for your personal use, should you need one.

Illness: If you are sick, please stay home. The last thing your body needs is exertion when it is fatigued and fighting a nasty bug, nor do we want the germs spreading to the rest of the class. I will allow you to make up your missed classes in the month that they are missed. **Please note, sick days cannot be rolled over to the next month.**

Inclement Weather:

Rosehill Community Center may close on snowy days. As stated in the rec guide, they do not issue refunds for any missed classes due to weather closure. I, however, **will see to it that you get a free drop in or makeup class for each and every class missed, no expiration date.**

If snow and ice accumulate on the roads and you do not feel comfortable driving, you may cancel your personal training session regardless of my 24 hour cancellation policy, at no charge. Safety comes first. Of course, the more notice you can give me, the better. Group class participants, if you miss class due to icy conditions, **I will allow you to drop in to another class later *in the same calendar month or within a week of your missed class, at no charge.***

Thank you for your cooperation!

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