

LIFT TO LOSE Fitness & Nutrition

POLICIES

Personal Training Cancellation:

Clients are asked to call 12 hours in advance of the scheduled training session. You will be charged for appointments cancelled within fewer than 12 hours notice, barring emergencies or unsafe driving conditions (see Inclement Weather policy). Call/text Catherine at (425) 791-4488 to reschedule.

Late Policy:

Clients are responsible for arriving on time to their personal training sessions. If you haven't contacted Catherine after 15 minutes of the scheduled start time, the remaining time of the session may be lost. If you are running late for a group class, let Catherine know via text/email and she will gladly set up your workstation for you.

Group Class Drop-ins:

Drop-ins are welcome in any class, space permitting, \$15/class. Contact Catherine to reserve your spot: 425-791-4488 or contact Catherine now. Drop-in cancellations are asked for a minimum two-hour advance notice. No-showing may 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 closet, 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 germs spreading to the rest of the class. I will allow you to make up your missed classes in the month they are missed. Please note, make-up classes cannot be rolled over to the next month, with the exception of Rosehill closure.

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 make-up class for each missed class, with 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 12-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 in the same calendar month, at no charge.

Thank you for your cooperation!