

FITNESS | NUTRITION | WELLNESS www.pur-zen.com

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Arrival on Time: At Pur-ZEN, we try to respect our fellow Zen members as best we can. Please do your best to be on time. If you are late, we may have already locked the door. It is disruptive to the other guests and the instructor. If you need to leave class early, please let the instructor know, and leave quietly and considerately as possible.

Bags and Belongings: Please bring limited things with you to the studio as we do not offer lockers, so best to leave things locked up in your car. We do have coat racks in both studios, if you have a small purse we suggest hanging it there. And for the Cycling Studio we have cubbies for your cycling shoes. Please be sure to take your belongings home-if you leave water bottles or jackets, we will leave in our foyer to pick up during non-classes times at your convenience.

Cell Phones: We appreciate you leaving cell phones OFF!

Checking into Class: ZEN studio You must sign into class with our self check in. You are able to pre-register for classes in advance. We totally celebrate spontaneity - if you didn't sign up for class, no worries mate! Just show up and add your name to class when you arrive. There is an ipad to the left of the entrance for signing in.

Cycling Studio - we offer concierge service, your name card will be on your seat please find your seat, hand your card to the instructor - we will know you have arrived and check you into class.

Inside Shoes Only: Here at Pur-ZEN, we treat our studio like its our home. Please ensure that you take your shoes off when entering the studio. We provide a shoe mat at both entrance's of our studios. Barre and Ballet classes require sticky socks, for your protection and ours (no exceptions) we do have pairs to borrow or purchase. Our Cycling studio - clip shoes or indoor shoes. If you require new cleats on your cycling shoes we do sell them at a reduced pric.

Towels: Complimentary towels are provided to our clients. When you are finished, please place towels in laundry hampers outside washrooms.

Water: Please ensure you keep your water bottles out of the way of being tripped on, we recommend for Barre, Ballet, P90x, H.i.P, TRX that your water bottle goes under the barre or against the wall. In the ZEN studio we have Happy Water (Alkaline water) Available for a toonie. Upstairs in Cycling studio we have a filtered water machine for extra thirst after your ride.

Weights and Equipment: For our Barre classes, we will have your equipment set out, but please pick your desired weights (1 to 3lbs only), in Bodyshred our movements are explosive, please refrain from using weights heavier than 8lbs in P90x, we encourage you to use 1 light set and one heavy - we only have weights up to 10 lbs as we are NOT a gym, if you wish to use heavier, please feel free to bring your own. In H.i.P class, 1 to 5lbs only.

Yoga Mats: You are welcome to use our mats. We ask that you please spray the cleaning towel and wipe down the mats with the cloth that provided, not your sweat towel, when you are finished. Depending on the next class, the instructor will let you know if you may be required to hang the mats over the barre's or to be left on the floor for the next class.

Yoga Classes: We kindly ask you honour the silence in the room prior, during and after - however we offer "real yoga-for real people" so soft voices.

The how to's of your online PUR-ZEN FITNESS EXPERIENCE

Setting up your online log in:

Our friendly Family of instructors will be happy to help you set up your online log in. You will need to provide a valid email address, and we will give you a temporary password. Once you are set up in the studio, you will have immediate access to start using your online account.

Login information: Username: your email temporary password: name1234 (e.g. Teresa1234)

Logging in:

Head over to pur-zen.com and click on the "schedule" page. You can sign in there and the system will prompt you. Or at the top right hand corner you can click the login, you will be able to edit your password at your convenience.

Mindbody online aapp:

Simply click the orange button on our website to download the app. Once downloaded you can sync your account with "pur-zen fitness", if your locator is on it will default to the nearest location, which is us if you are in Oliver. You can now access our schedule from your phone and book classes and appointments.

How to reserve a class:

You can reserve a class the day of or in advance by clicking "sign up" on line schedule. This reserves your place in class. You still need to sign in once you get to class at either studio (ZEN has self check in, Cycling Garage is check via handing in Name card to instructor). This let us know you have arrived for class

How to cancel an online reservation:

You can click the "cancel" on the class up to 4 hours prior to the start of a class. If you sign out less than 4 hours prior to a class you will be considered "late cancel" for that class. Our full policy is in our mailers each week. Hey we totally understand emergencies so give us a call if your running late, so at least we know not to give your spot away!

Why it is so important to cancel an online reservation:

Reserving your place online means that spot is held for YOU. We would hate to have some one who is eager on the waitlist, miss the opportunity to get their class in. And we do get a little concerned, if you aren't there and you names on the list. So shoot us a text if your not near a PC or wifi to cancel. Policy for a no-show on a monthly membership: If you late cancel or don't show for a class, a \$10 late fee will be charged automatically to your account (we will waive the fee for you one late fee per month).

Policy for a no show on flex pass users:

You will lose one class from your pass if you do not attend. NO exceptions.

Rewards for signing up and purchases on-line:

YOU save us a tonne of admin stuff if you reserve, purchase or add a friend - so we pay you reward dollars goes on your account...This can add up to an entire month of Fitness Free!!

