



ALIVE!
WHOLE LIFE FITNESS STUDIO

Name: _____

Date: _____

SERVICE POLICIES

Alive! Fitness Studio, Inc. dba Alive! Whole Life Fitness Studio

Our Studio is located at 647-B Veterans Blvd. in Redwood City, with the entrance in the back. You will see a sign on the door that asks you to enter, have a seat, and wait for one of the Trainers to come get you when your session is ready to be started.

We have developed this system because your safety is one of our main priorities. We want to ensure that each and every client receives our undivided attention during his or her scheduled sessions.

Parking is available directly behind the building where our entrance is located. Kindly park your car in one of the four spaces reserved for Alive! clients. Out of respect for our neighbors, we ask that you do not park in any of their reserved spaces. If all four Alive! spaces are full, there is free 2-hour street parking in the front on Veterans Blvd. or on Brewster.

Your SafeStrength® Training Session

Each SafeStrength® training session will last approximately 20 minutes, with an additional 10 minutes allotted to review any paperwork, discuss progress, or any new health issues that need to be brought to your Trainers' attention.

While we will make every effort to accommodate your choice of Trainer, we cannot guarantee you will always work with the same Trainer. In cases of medical necessity or personal choice, you may work only with James, our SafeStrength® Master Trainer. When he is ill or on vacation, you can either choose another Trainer or wait until James is available.

Starting on Time

If you arrive late for your appointment, we will not be able to extend your session because it will compromise the start time for the next client.

Corporate:
516 8th Avenue
Menlo Park, CA 94025-1851

Studio:
647-B Veterans Boulevard
Redwood City, CA 94063-1408

Phone (650) 641-3586
Fax (866) 309-5660
www.alivefitnessstudio.com



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Cancellations and No Shows

Cancellations require a 24-hour minimum notice to avoid a session charge.

If you are able to re-schedule and attend your session before the end of the Studio's **next** business day, sessions cancelled *without 24 hours advance notice* will NOT be charged as a late cancel. This means we must also have an available opening and you are able to take it. To facilitate clear communication, **all cancellations and schedule changes must be emailed to schedule@alivefitnessstudio.com. No shows are always charged the full session fee.**

Packages

All available packages of sessions have an expiration date. This means that any sessions remaining at the expiration date will no longer be available for use. For example, if you are on a once a week schedule and purchase a 10-session package, that package will expire in 84 days (12 weeks). If you are on a twice a week schedule, a 10-session package will expire in 49 days (7 weeks). We've allowed extra days to cover illnesses and vacation time.

Fees

All fees are due and payable *in advance* of the first session in a package. Single sessions are paid *at the time of scheduling* the appointment. This pre-payment holds your space in our schedule and ensures you have the appointment time agreed upon.

Questions?

If you have **any** questions or comments, always feel free to contact us at (650) 641-3586. We want you to feel totally comfortable with your experience at Alive! Whole Life Fitness Studio, and we make your health needs our first priority.

I have read, understood, and accept these Service Policies.

Client's Signature _____ Date _____

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