



ALIVE!
FITNESS STUDIO LLC

SERVICE POLICIES – 2019

Name: _____

Date: _____

Our Studio is located in Homestead Village at 221 State Highway 165, Suite G, Placitas, NM, 5-minutes from I-25 exit 242. Kindly take a seat in the waiting area. Your Trainer will come get you when your session is ready to be started.

Parking - parking is available in the dedicated parking lot.

Your SafeStrength® Training Session

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

Scents at the Studio

To accommodate clients and employees who have allergies and/or other medical conditions affected by scents, clients and employees are asked to avoid using perfume, cologne, after shave, and scented lotions while at the Studio.

Starting on Time

If you arrive late for your appointment, your session will be shorter because it will affect the start time for the next client. However, we will make every effort to get in as many exercises as possible in the time remaining.

Fees

Each client will need to have a current credit card on file, which will be used to purchase your Session Packages. Upon expiration of your current Package, your credit card will be used to auto-renew it. If you are taking a break kindly, notify us 5 business days in advance so we can cancel the upcoming charge. Failure to do so will result in a \$25 service charge to cover our costs of processing the chargeback. Your signature on these Service policies authorizes us to do so.



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Cancellations, No Shows and Re-scheduling

Cancellations require a minimum notice of 24-hours to avoid a Late Cancel and being charged your full session fee. If you wish to re-schedule any of the pre-booked sessions included in your current Session Pass, the new appointment must occur prior to its' expiration date.

No shows are always charged the full session fee.

To facilitate clear communication, cancellations and schedule changes should be emailed to schedule@alivefitnessstudio.com. If you do not have access to email, you may call 505-226-2597, and leave a message. It will be sent to us in an email. For last minute cancellations, please text message James at (650) 399-6840.

Session Packages/Refunds/Expiration Dates

The SafeStrength® program is most effective when you *consistently* show up for your appointments as scheduled. *Therefore, both 5-Session (once a week clients) and 10-Session (twice a week clients) Packages have an expiration date of 35-days from date of purchase. Any sessions remaining on the expiration date are no longer available for use.*

However, in the case of a serious injury or unexpected life event we will work with you. Additionally, we can extend a package once each calendar year for a vacation. We will also extend a Package when the Studio is closed for a Holiday *if* it impacts *your specific appointment day*. Introductory Offers expire 30 days from the purchase date.

Questions?

If you have *any* questions or comments, always feel free to contact James at (505) 226-2597. We want you to feel comfortable with your experience at Alive! Fitness Studio; your health and safety needs are our first priority.

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

Client's Signature _____ Date _____