



BINDZONE STUDIO POLICIES

1. Liability Waiver

- a. You must sign the liability waiver prior to stepping into BINDZONE, purchasing a pricing plan, and/or signing up for any virtual and/or in person service. Failure to do so will result in denied entry, and denied access to services. You can access this via your phone, and then you will be allowed to enter once the waiver form is completed and submitted.

2. Video/Photography

- a. Please note that classes can be filmed for the whole duration.
- b. Your instructor holds the right to record all classes and sessions, however, will respect those who do not wish to be on film for social media posts. Your instructor will ask prior to recording if everyone is comfortable with being put on social media. If anyone answers "no", you will either be blurred out if you appear in the video, or your instructor will simply avoid filming you.

3. Right to Refuse Service

- a. BINDZONE holds the right to refuse service to any person due to disruption, safety/health concerns, capacity limits, policy violations, and/or disrespect towards the studio and its members. No political discussion will be tolerated.
- b. If a drop-in payment and/or membership termination occurs due to the above, there will be no refunds issued.

4. Group Fitness Classes

- a. All class bookings open 30 days in advance, and bookings close 1 hour prior to the start of class time. ***Morning classes will be cancelled by 10:30p the night prior, and evening classes will be cancelled by 12p the day of if there are no sign ups.***
- b. There is no minimum number of people required to run a group fitness class, however, there is a maximum of 6 clients allowed in at a time.
- c. If an in person class is at maximum capacity, you are able to join the waitlist, or book virtually instead.
 - i. The waitlist will provide you with a chance to join a class if someone cancels their booking. You will *not* automatically get added into class, but you will have 15 minutes after being notified that a client cancelled their booking to add yourself in. If you do not do so within 15 minutes, you will lose your spot, and the next person in the waitlist will have 15 minutes to add themselves, etc.
 - ii. All "in person" pricing plans allow you to book studio classes in person or virtual via Zoom. ***Please pay attention to whether you have booked a "V" (virtual) or "IP" (in person) class.*** If you accidentally book virtual, and arrive in person, you might not be able to attend if we are at maximum capacity in the studio, due to town regulations.

- d. Please arrive at least 5 minutes prior to the start of class time so you can set up for class. We understand that some things are out of your control, so there will be a 5 minute grace period for those who may come in late. Please note, **the door is locked once class begins**, and depending on the class, you might not be allowed in after the warm up is over.
 - i. Strength and cardio-based classes require a proper warm-up, and CIRCL Mobility is a choreographed class. Your instructor is unable to let you in once the warm-up portion is over for those classes, and your instructor cannot stop teaching CIRCL Mobility to let you in.
 - ii. Stability and flexibility-based classes may allow for more freedom to let late arrivers in since there is no required warm-up, however, please do your best to arrive on time. Please try to respect the time of yourself, other members, and your instructor. Plan your travels accordingly!
- e. Phone use is not permitted during class.
- f. Bundle pricing may apply for select 1:1 and group coaching plans.

g. GROUP FITNESS LATE CANCEL / NO-SHOW POLICY

- i. You have up to 5 hours prior to the start of class time to cancel your booking. If you cancel within 5 hours prior to the start of class, you will be charged a late cancellation fee. Failure to show up to a class that you have signed up for will result in a no-show fee.
- ii. For 1 hour group fitness classes, you will be charged \$15 for late cancellations and no-shows. This applies to virtual AND in person classes.
- iii. For 30 minute group fitness classes, you will be charged \$8 for late cancellations and no-shows. This applies to virtual AND in person classes.

5. 1:1 Coaching Sessions

- a. All 1:1 session bookings must be done directly with your coach - you cannot schedule them yourself.
- b. You must request to book your free consultation prior to purchasing any coaching plan. Please wait for confirmation that your request has been approved - if denied, you will be contacted to reschedule.
 - i. Prior to your appointment, you will be sent forms that need to be completed and sent back before your appointment time. Failure to complete and send back via e-mail will result in needing to reschedule your free consultation to another date.
 - ii. Failure to attend your scheduled consultation, or late cancelling, will result in a late cancellation or no-show fee.
- c. Please arrive at least 5 minutes prior to your appointment to ensure that we can start on time.
 - i. If you are to arrive late and a client is booked right after your session, we will still need to end on time.

- ii. If you arrive more than 10 minutes late for your 1:1 appointment, you will be charged as a late cancel/no-show, and we will need to reschedule your session.
- d. If you would like to bundle group fitness with 1:1 coaching, you may apply for a discount on the In Person 1 Month Unlimited plan. This discount applies to select coaching plans, and can be discussed during your free consultation. *This discount will end once you cancel or pause your 1:1 coaching plan.*
- e. **1:1 COACHING LATE CANCEL / NO-SHOW POLICY**
 - i. You have up to 5 hours prior to the start of your appointment time to cancel your booking. If you cancel within 5 hours prior to the start of your session, you will be charged a late cancellation fee. Failure to show up to, or arriving more than 10 minutes late to a session that you have signed up for without communicating otherwise will result in a no-show fee.
 - ii. For 1 hour coaching sessions, you will be charged \$20 for late cancellations and no-shows. This applies to virtual AND in person sessions.
 - iii. For 30 minute coaching sessions and your free consultation, you will be charged \$10 for late cancellations and no-shows. This applies to virtual AND in person sessions.

6. Strength Boot Camps - “Lift & Vibe”

- a. Boot camps require a minimum of 2 people to sign up in order to run, and a maximum of 6 participants are allowed. If 2 people are not signed up at least 3 days prior to the start date, there are two options for those who have already signed up:
 - i. 1.) You can receive a full refund if we don't reach a minimum of 2 sign ups
 - ii. 2.) We can extend the start date to a later time. If we don't reach 2 sign ups by the new start date, you will receive a full refund.
- b. Boot camps are 6 or 12 weeks, meeting twice per week for 1 hour (12 or 24 sessions). This is a one-time payment of \$275 (6wk) or \$495 (12wk). The first three people to sign up using the valid discount code for the **12 week** boot camp can receive a 10% discount.
 - i. Discount code: if it doesn't work, there are already 3 sign ups, and you will unfortunately have to pay full price.
- c. If you would like to bundle the boot camp with small group fitness classes, you can receive a discount off of *all* payments for the In Person 3 Month Unlimited plan. This discount is only valid for the duration of the **12 week** boot camp.
 - i. This discount only applies if the 12 week boot camp runs, and your plan will begin on the first day of the boot camp.
 - ii. If the boot camp doesn't run, and you'd still like to attend group fitness classes, you can receive a discount off of your first month of any In Person Unlimited plan.
- d. **BOOT CAMP LATE CANCEL / NO-SHOW POLICY**
 - i. There are no late cancellation or no-show fees associated with the boot camp sessions.

- ii. If you are to miss a session, you will simply just lose that session. However, you will have the program in the app we use if you'd like to do your missed workout on your own time at home.
- iii. Late cancellation and no-show fees will still apply to group fitness classes if you are bundling the two services together.

7. Small Group Coaching Courses - “Fuel Your Plate” and “Mindful Ambition”

- a. Group coaching sessions require a minimum of 2 people to sign up in order to run, and a maximum of 6 participants are allowed. If 2 people are not signed up at least 3 days prior to the start date, there are two options for those who have already signed up.
 - i. 1.) You can receive a full refund if we don't reach a minimum of 2 sign ups
 - ii. 2.) We can extend the start date to a later time. If we don't reach 2 sign ups by the new start date, you will receive a full refund.
- b. Group SSRC and NC sessions are 8 weeks, meeting once per week for 1 hour (8 sessions). This is a one-time payment of \$200.
- c. **GROUP SSRC LATE CANCEL / NO-SHOW POLICY**
 - i. There are no late cancellation or no-show fees associated with the group SSRC and NC sessions.
 - ii. If you are to miss a session, you will simply just lose that session, or you can join the session via Zoom. You will be provided with the worksheets to do either 1.) on your own time, or 2.) via Zoom.

8. 8 Week Zumba

- a. Zumba requires a minimum of 8 people to sign up in order to run, and a maximum of 25 participants are allowed. If 8 people are not signed up at least 3 days prior to the start date, there are two options for those who have already signed up:
 - i. 1.) You can receive a full refund if we don't reach a minimum of 8 sign ups
 - ii. 2.) We can extend the start date to a later time. If we don't reach 8 sign ups by the new start date, you will receive a full refund.
- b. Zumba courses are 8 weeks, meeting once per week for 1 hour (8 sessions). This is a one-time payment of \$100. Maximum of 25 participants.
 - i. If 25 people do not sign up, drop-ins will be available for the public.
- c. If you sign up for all 8 weeks and would like to sign up for small group fitness classes or 1:1 coaching in our small studio, you are eligible for a discount off of your first payment.
 - i. Discount is valid once per person.

d. 8 WEEK ZUMBA LATE CANCEL / NO-SHOW POLICY

- i. There are no late cancellation or no-show fees associated with the 8 week Zumba classes.
- ii. If you are to miss a session, you will simply just lose that session.

e. ZUMBA DROP-IN LATE CANCEL / NO-SHOW POLICY

- i. Late cancel and no-show fees will apply to drop-ins (if there is space for a drop-in). Please refer back to our group fitness late cancel policy (point 4G).

9. Open Gym

- a. Open gym hours may occur when there are no group classes or 1:1 clients booked. This will be drop-in based, as the schedule for open gym may not be consistent. Please refer to our in person schedule for open gym bookings.
 - i. These hours will be offered for as long as 2hr, or sometimes 90min depending on our client schedule. You can choose to pay for 30, 60, 90, or 120 minutes - price varies per the amount of time you'd like to book for your workout.
 - ii. If you feel you need to stay longer than your allotted time, you can pay to upgrade your time via cash, PayPal, or a paylink.
 - iii. If you book for less than the posted time, either 2hr or 90min, you can show up at any time. You just need to complete your workout by the time open gym hours end.
 1. Ex. open gym is posted 1p-3p, and you booked 30min, you can show up 2p-2:30p if you'd like. You just need to be done with your workout within the 1p-3p timeframe!
- b. You must sign up in advance on our website. There is a maximum of 3 people at a time per open gym block to make time and equipment usage more efficient for all.
- c. Please allow others to work in with you as needed for more efficient time and equipment usage.
- d. Please respect our studio space, its members, and equipment. Return things where you found them, do not slam weights, and utilize equipment for its proper use.

10. Loyalty Program

- a. Once you sign up as a member on our site, you will receive 50 points.
- b. For every dollar spent on a plan / program / event ticket, you will receive 1 point per dollar spent.
- c. Every session you sign up for and attend will give you 5 points.
- d. Every product purchased from our shop page will give you 5 points.
- e. Enter your birthday on our site via our BZ Points page, and receive 50 points each year on your birthday.
- f. Follow BINDZONE on social media on our site via our BZ Points page, and receive 10 points.
- g. You can redeem your reward at 200 points for 10% off of a booking, or at 400 points for 10% off of a new plan (this does not apply to currently active plans, as the site platform does not allow for that yet, sincere apologies).

11. Refer Friends

- a. Use your own referral link to earn points for each friend who chooses to purchase a plan. They will receive a 10% discount on their first payment for any plan with your link.
- b. For each friend that purchases a plan, you will receive 200 loyalty points!

I, _____ (print name), have read BINDZONE's studio policies, and understand the terms and conditions associated with being a member at BINDZONE.

Client's signature: _____

Today's date (mm/dd/yyyy): _____