



## Client Bill Of Rights

You are at the center of what we do. Your experience at CrossFit Dawson Creek is very important. To keep things simple for you, we ask that you agree to these simple terms and conditions of service:

### **At CrossFit Dawson Creek, we ask that you:**

1. Arrive on time for your appointments (it's YOUR time we're talking about, after all.)
2. Plan to attend ALL your On Ramp Classes so that you feel as confident as possible going into group class. (If you miss more than 1, you will need to schedule make up classes, they cost \$35 each)
3. Cancel or change appointment times, if you must, before 8am on the day of the appointment and UNRESERVE yourself from class times if you cannot attend. If you were waiting on the waiting list you'd want the same courtesy.
4. Pay for single-session bookings immediately following the session. We'd be happy to automatically bill you if that's easier.
5. Tell your Coach immediately if you're feeling dizzy, lightheaded, or nauseous. We can help.
6. Put your things away – neatly and in clean condition – immediately after use.
7. Be nice to everyone else in the gym.
8. Make your Coach aware of aches, pains or other issues at the start of your session.
9. Provide a 2 week notice when cancelling any membership. If this is not possible, you can still do a rush cancellation, a \$35 cancellation fee will apply.

**In return, we promise to:**

1. Be on time for our appointment with you.
2. Be prepared with a training plan for the session.
3. Alter workouts as required.
4. Make you the center of our attention during your session.
5. Write exercise and nutrition plans to fit your long-term progression. Or get you in touch with someone who can!
6. Behave in a professional manner.
7. Explain WHY any given exercise is relevant to you.
8. Correctly invoice and give receipts or make corrections within two business days. *(Please note that when we process a refund request, it may take the CC company an additional day or two to process the request.)*
9. Return your phone call or email at the first available opportunity and always within two business days.
10. Provide you with a safe, clean space to train.
11. Treat every client the same with regards to pricing, scheduling, and answering questions.
12. Stay on top of relevant research that will help you achieve your goals.
13. Provide 'homework' on the same day as your private sessions if it's needed.
14. Maintain the strictest confidentiality.
15. Hold your lost items for 1 month before donating them to an appropriate charity.