JUST MOVE FITNESS

WITH AUTUMN NELSON

By His grace, for His glory.

CLIENT POLICIES & EXPECTATIONS

Welcome to Just Move Fitness! My goal is to provide a safe, encouraging, and professional fitness environment where every client feels supported and valued. To ensure a positive experience for everyone, please review the following policies.

1. Cancellation & Rescheduling Policy

Your scheduled appointment reserves dedicated time specifically for you. To respect everyone's time and maintain a consistent schedule, the following policy applies:

- **24-Hour Notice Required:** Clients must provide at least 24 hours' notice when canceling or requesting to reschedule a session.
- **Late Cancellations:** Cancellations made with less than 24 hours' notice will result in the forfeiture of that session credit.
- **Exceptions:** If I am able to fill your canceled appointment with another client, your session credit will not be forfeited.
- **No-Shows:** Failure to attend a scheduled appointment without prior communication will result in the forfeiture of that session credit.

2. Illness & Health Policy

The health and well-being of my clients are a priority. Because I work closely with individuals who are immunocompromised, I ask that everyone be mindful of their health and considerate of others.

- **Please Stay Home When Sick:** If you are experiencing symptoms of illness, including a sore throat, fever, body aches, chills, persistent coughing, or other signs of being unwell, please cancel your session.
- **No Penalty for Illness:** Cancellations due to illness will not result in the loss of your session credit.
- **Fever-Free Requirement:** If you have experienced a fever, you must be fever-free for at least 24 consecutive hours without the use of fever-reducing medication before returning to sessions.
- **Returning After Illness:** Please ensure your symptoms are improving and that you are well enough to participate safely before returning.

When in doubt, please err on the side of caution. Protecting one another is part of maintaining a healthy fitness community.

3. Mat Pilates Class Arrival Policy

To ensure classes begin on time and provide the best experience for all participants:

- **Arrival Window:** Participants should plan to arrive within the 15-minute window immediately preceding their scheduled class.
- **Five-Minute Grace Period:** A five-minute grace period is provided after the scheduled class start time.
- **Late Arrivals:** Participants who have not arrived within the five-minute grace period will be considered absent, and their class reservation will be canceled.
- **Missed Class:** Late arrivals beyond the grace period will result in the forfeiture of that class credit.

Please arrive with enough time to get settled, prepare your space, and be ready to begin promptly.

4. Personal Training Arrival Policy

- Please arrive on time for your scheduled personal training appointment.
- Late arrivals will not extend the scheduled session. Your appointment will still end at its originally scheduled time.

5. Trainer Cancellations

- If Autumn needs to cancel a scheduled session, the client will receive their session credit back to use toward a future appointment. Rescheduling will be offered based on availability.

6. Scheduling & Communication

- All sessions and classes must be scheduled in advance.
- Please communicate scheduling requests, cancellations, and other appointment-related needs directly with Autumn.
- Alternate appointment times are subject to availability.
- Please allow reasonable response time for messages, particularly outside normal business hours.
- Clients are responsible for keeping track of their scheduled appointments.

7. Session Packages & Payments

- Payment is required according to the terms of your selected training package or membership.
- Session credits are intended for the individual who purchased the package and are not transferable unless approved by Autumn.
- Please discuss package renewals, additional sessions, or membership changes in advance.

8. Respect & Professional Courtesy

Just Move Fitness is committed to maintaining a welcoming, encouraging, and respectful environment. I ask that all clients:

- Treat fellow participants and instructors with kindness and respect.
- Follow exercise instructions and communicate any discomfort, limitations, or concerns.
- Respect the scheduled start and end times of sessions.
- Maintain a positive attitude and contribute to an encouraging fitness environment.
- Notify Autumn of any changes in health, injuries, or physical limitations that could affect participation.

9. Policy Updates

- Just Move Fitness reserves the right to update or revise these policies as needed. Clients will be provided advance notice of any changes.

THANK YOU FOR BEING PART OF JUST MOVE FITNESS!

Thank you for choosing Just Move Fitness and allowing me to be part of your fitness journey! These policies are in place to ensure consistency, fairness, and consideration for everyone. I value your commitment, your trust, and the community we are building together.

Thank you for helping make Just Move Fitness a positive place to grow stronger, move better, and live healthier!

Just Move Fitness With Autumn Nelson
By His grace, for His glory.