



Welcome to Team Potts!

We are so glad you chose to work with us in supporting your health and fitness goals. We will do everything we can to ensure you are not only satisfied but thrilled with how you feel and the changes you experience. We look forward to working with you.

Payment Terms

All training packages must be paid for in advance, or at the time of the first workout session. Each package is valid for 90 days following the date of purchase. This policy is sustained when buying additional training packages. A \$5 late fee will be added to each session provided by Team Potts and not paid for in advance. Venmo, check, or cash are the preferred methods of payment. If paying with a credit card, a 4% service fee will be added to cover the additional expenses incurred.

Cancellation Policy

Team Potts strives to serve their valued clients and create the ultimate fitness experience. If one of our trainers cancels a session, a make-up session will be scheduled at no extra charge.

If you need to cancel or reschedule a session, please contact your Trainer directly, providing at least 24 hours advanced notice. To receive credit for the missed session, 24-hour notice must be provided. Failure to cancel within this timeframe or failure to show up for a scheduled session will result in you being charged for the session. Exceptions will only be made in the case of illness or a medical emergency. There are no refunds, transfers, or exchanges on purchased training packages.

Facility Protocols

Team Potts regularly sanitizes the gym to maintain a clean and healthy environment. We will gladly reschedule your session if you are sick with a cold or cough, have a fever, exhibit signs of illness, or have been directly exposed to someone who is sick within the last 48 hours. If you have been exposed to COVID-19, we require that your sessions be placed on a temporary hold for a period of 14 days to ensure you are not positive or could expose others.

Upon entering and exiting the gym, please wash your hands or use the hand sanitizer that is provided. Further, please follow all CDC health guidelines including social distancing.

Acknowledgement

By signing this document, I acknowledge that I have read and agree to the teams outlined above. Additionally, I have received and signed the *Assumption of Risk, Waiver and Release of Liability, and Indemnity Agreement* provided.

Full Name (printed):

Signature:

Date:

BE FIT. BE WELL. BE HERE.