

# GROUP CLASS POLICY

## Class Schedule & Attendance

- Classes are offered as a monthly package.
- Missed classes **do not roll over** into the next month. A "month" starts on the **day you begin** (not based on the calendar month) and is completed 4 weeks later.
- Please arrive **on time**. The latest arrival allowed is **10 minutes after the scheduled start** — anything later is a missed class. (You can message to attend following class if there is room)

## Make-Up Sessions

- Make-ups are not guaranteed but may be arranged if:
  - The absence was communicated with advance notice in the BetterU Fit app's chat (minimum 12 hours).
  - There is space available in another class that week to attend.

## Cancellation

- Membership's are month to month with no commitment, invoice is sent every 4 weeks and membership auto-renews every 4 weeks. To cancel, send a message in the app.
- \*You may also send any dates you will be away to remove them from the upcoming invoice.

## Payments

- All payments must be made **in full before the start of your next 4 weeks** to keep your spot.
- There are **no refunds** for missed classes or cancellations after the month has begun.



## Waiver & Readiness

- A signed waiver is required before your first class.
- Always inform your trainer of any injuries or health concerns before class begins.