

client id	password
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# urban monkeys

## Classes and Open Gym Policies and Procedures

### PUNCH CARD, CLASSES AND OPEN GYM OPTIONS

class type	drop-in	5 punch card	10 punch card	12 class series
adults (nutrition, fitness & yoga)	\$20.00	\$90.00	\$175.00	\$199.00* <small>*fitness and yoga only</small>
kids	\$20.00	\$90.00	\$175.00	\$199.00
open gym	\$10.00			

### PAYMENT TERMS

Payments are to be made at the time of class participation.

Declined credit cards and bounced checks will incur a \$25.00 fee.

Kids Classes – Payment is for 12-class series and will not be prorated. If package is purchased in the middle of a 12-week series, sessions will roll over into the next 12-week series. Refunds will not be issued after 1st class is attended. Participant may move into another class if space allows.

Nutrition Classes and Consultations – Payments are due at the time nutrition services are rendered. If an individual or couples package is purchased, full payment must be made on or before the first appointment.

Adult Fitness/Yoga Classes – Payments are due at the time class is attended. If a 5 punch card or 10 punch card is purchased full payment must be made on or before the first class.

Open Gym – Payment is for free play during available hours.

### TERMS OF AGREEMENT

The following forms must be signed and completed for the following classes in addition to the **Urban Monkeys Contract** and **Classes and Open Gym Policies & Procedures**:

- Kid's Class – Participant must complete and sign a **Liability Waiver** prior to first class attendance.
- Nutrition Class – Participant must complete and sign a **Liability Waiver** prior to first class attendance.
- Adult Fitness/Yoga Class – Participant must complete and sign a **Physical Activity & Readiness Questionnaire (PAR-Q)** and **Liability Waiver** prior to first class attendance.
- Punch card – Participant must complete and sign a **Physical Activity & Readiness Questionnaire (PAR-Q)** and/or a **Liability Waiver** prior to class participation.
- Drop-in – Participant must complete and sign a **Physical Activity & Readiness Questionnaire (PAR-Q)** and/or a **Liability Waiver** prior to class participation.
- Open Gym - Parent/Guardian must complete and sign a **Liability Waiver** prior to first visit.

### APPOINTMENT TERMS

Missed/ make-up classes or unused punches will not extend past expiration date.

Kids Class –

- Classes are 45 minutes in duration unless otherwise noted
- Participant must be signed up for the class to attend unless there is room to accommodate punch cards and drop-ins
- Some classes have additional material fees (Music Together and Nurturing Pathways) and require registration.
- Late-cancelled or no-showed classes will be a forfeit.
- Cancellations due to illness or unexpected schedule changes are subject to a \$10.00 fee to re-book a make-up class
- Participant is allowed 2 make-up appointments due to vacation/illness which must be booked by the manager. Client must provide written notice to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) with the dates of future missed appointments.
- Urban Monkeys may cancel a class due to low number of participants with 12 hours notice.

Nutrition Classes and Consultations –

- Classes are 1 ½ hours in duration.
- Initial consultations are 1 hour in duration.
- Follow-up consultations are 50 minutes in duration.
- Participant must be signed up for a class to attend unless there is room to accommodate punch cards and drop-ins.
- Late-cancelled or no-showed classes will be a forfeit.
- Late-cancelled or no-showed prepaid consultations will incur a \$50.00 charge or will be a forfeit.
- Late-cancelled or no-showed unpaid consultations will incur a \$50.00 charge.
- Cancellations due to illness could be subject to a \$10.00 fee to re-book a make-up nutrition class and a \$15.00 fee to re-book a make-up consultation appointment.
- Urban Monkeys may cancel a class due to low number of participants with 12 hours notice.

Adult Fitness/Yoga Classes –

- Classes are 1 hour in duration.
- Participant must be signed up for the class to attend unless there is room to accommodate punch cards and drop-ins.
- Late-cancelled or no-showed classes will be a forfeit.
- Cancellations due to illness could be subject to a \$10.00 fee to re-book a make-up class.
- Urban Monkeys may cancel a class due to low number of participants with 12 hours notice.

Punch cards –

- 10 punch cards expire 3 months after the date of purchase.
- 5 punch cards expire 2 months after date of purchase.
- Any punches unused will expire.
- Punch cards are transferable between kids classes, adult fitness classes, yoga classes and nutrition classes.
- Punch cards are transferable between family members.
- Punch cards are not refundable.
- Cancellations due to illness could be subject to a \$10.00 fee to re-book the appointment.
- Urban Monkeys may cancel a class due to low number of participants with 12 hours notice.

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### APPOINTMENT TERMS CONT'D

Open Gym –

- Available times are subject to change.
- Visit the website for current week's offering.
- Parent/Guardian must supervise children at all times; however babysitting is available by appointment.

If client is unable to find a class time that fits his/her schedule the client must email [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) to be added to the waitlist. Client will automatically be booked for the requested class if said time comes available.

### HOLD TERMS

Vacation/work travel holds may be granted upon written notification to the manager:

Special case holds may be granted exceptions upon written notification and approval of the manager:

- Medical or injury holds will extend the punch card or kid's class session from the date written notification is received by the manager and a return date must be specified.
- Family issues and holds are at the discretion of the manager:

primary member signature	date
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