

CLIENT MEMBERSHIP INFORMATION

client id	password
-----------	----------

# urban monkeys

## Wellness Packages Policies and Procedures

**WELLNESS PACKAGE OPTIONS**

	family			individual			kids		
	intro	basic	complete	intro	basic	complete	intro	basic	complete
monthly (standard)	\$179.00	\$606.00	\$948.00	\$147.00	\$528.00	\$869.00		\$97.00	\$300.00
quarterly (5% savings)	\$515.00	\$1,739.00	\$2,719.00	\$422.00	\$1,515.00	\$2,495.00		\$279.00	\$860.00
semi-annual (10% savings)	\$983.00	\$3,320.00	\$5,191.00	\$806.00	\$2,892.00	\$4,763.00	\$110.00	\$533.00	\$1,642.00
annual (15% savings)	\$1,872.00	\$6,324.00	\$9,888.00	\$1,536.00	\$5,508.00	\$9,072.00	\$199.00	\$1,015.00	\$3,127.00

**PAYMENT TERMS**

A \$25.00 one time membership fee applies to new members (one fee per family).

Payments are to be made at the time package is purchased.

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

Kids Classes – Payment is for 12 classes within the 3-month term of package purchased 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 – Payment is for a 3-month time period and expires 3 months after package is purchased.

Adult Fitness/Yoga Classes – Payment is for 12 classes within the 3-month term of package purchased.

Personal Training – Payment is for a 3-month term and will expire 3 months after date of purchase.

Spa – Payment is for a 3-month term and will expire 3 months after date of purchase.

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

Clients may change or terminate automatic billing by writing to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) at least 30 days before billing cycle renews.

Notification of package termination must be given in writing to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) at least 30 days before billing cycle renews. Failure to do so will result in automatic billing of one month at the current wellness package price.

**TERMS OF AGREEMENT**

The following forms must be signed and completed for the following services in addition to the **Urban Monkeys Contract** and **Wellness Packages Policies & Procedures Form**.

- Kids Classes – Parent/Guardian must complete and sign a **Liability Waiver** prior to first class attendance.
- Nutrition Classes and Consultations – Participant must complete and sign a **Nutrition Intake Form, Wellness Form, HIPAA Form** (for consultations only) and **Liability Waiver** prior to first nutrition consultation.
- Adult Fitness/Yoga Classes – Participant must complete and sign a **Physical Activity & Readiness Questionnaire (PAR-Q)** (if package purchased does not include personal training) and **Liability Waiver** prior to first class attendance.
- Personal Training – Participant must complete and sign a **Personal Training Intake Form, Wellness Form** and **Liability Waiver** prior to first training session.
- Spa – Participant must complete and sign a **Spa Intake Form** and a **Liability Waiver** prior to first spa treatment.
- Open Gym – Parent/Guardian must complete and sign a **Liability Waiver** prior to first visit.

### APPOINTMENT TERMS

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

#### Kids Classes –

- Classes are 45 minutes in duration unless otherwise noted.
- Participant must be signed up to attend 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 two make-up classes 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.

#### Personal Training-

- All appointments are 40 minutes in duration and will not run over if client is tardy. If personal trainer is running behind the client will receive a full 40 minute workout.
- Any session unused or not booked will not roll over into the next billing cycle.
- Personal training appointments must be cancelled 24 hours in advance. Appointments cancelled less than 24 hours or no-showed will be forfeited. An additional appointment may be booked for \$57.00.
- Cancellations due to illness could be subject to a \$15.00 fee to make-up the appointment.
- Make-up appointments due to **work travel/vacation/illness** 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.
- If client is unable to find an appointment 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 time if said time comes available.

#### Spa –

- Appointments vary in duration.
- Scheduled appointments must be cancelled 24 hours in advance. Appointments cancelled less than 24 hours or no-showed will be charged 50% of the scheduled service.
- Cancellations due to illness could be subject to a \$10.00 fee to make up the appointment.
- If client is unable to find an appointment 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 time if said time comes available.

#### 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.

### HOLD TERMS

Kids/Adult Fitness/Yoga/Nutrition Classes –

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

Special case holds may be granted 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.

Personal Training –

Vacation/work travel holds will be granted upon written notification and approval of the manager:

- 1 or 2 sessions per week clients need to make up appointments by coming in 2 or 3 days per week within 60 days of their return or before membership is due for renewal.
- 3 sessions per week clients will ideally make up appointments by coming in 4 days per week within 60 days of their return or before membership is due for renewal. If it is not possible to come in 4 days per week membership will be extended the amount of time the client was gone. It is at the discretion of the manager to decide how appointments will be made up.
- 4 or 5 sessions per week clients will have their membership extended the amount of time the client was gone.

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

- Medical or injury holds will extend the membership from the date written notification is received by the manager. A return date must be specified with the notification.
- Family issues and holds are at the discretion of the manager.

primary member signature	date
--------------------------	------



jungle for kids • oasis for grownups  
1124 harrison street seattle, wa 98109  
206.262.9282 • www.urbanmonkeys.com