

# Up Athletics & Rehab - Policy - Information

## Suggestions for coming to your sessions prepared

Aim for getting enough sleep before your session. Try to come to the session hydrated and (if not medically counter indicated) have some food about an hour before to have enough energy to support your physical activity. Carry water and a small snack (e.g., a Banana) with you. Wear clothes/shoes that are suitable for exercise. Feel Free to arrive 10 minutes early to get comfortable.

## Session Length

Each session is 50 minutes long and is scheduled on the hour to allow 10 minutes to fully circulate the air in the studio between clients.

## Payment Method

Up Athletics accepts payments via e-transfers to **nadia@upathletics.ca** or cash (whichever is more convenient for you) **before** your session/s.

## Refunds

For any unused sessions, refunds will be made to the same card/source that was used to make the payment within 48 hours after an email requesting a refund is received.

## Cancellation

If you cancel your booking before 30 hours of your scheduled session, you will not incur any cancellation fees.

Late cancellation fee of \$30 applies for any session cancelled in less than 30 hours.

For ICBC patients, the late cancellation fee is not covered by ICBC and is the patients' responsibility to cover it.

## Consent to Contact

By signing this document, I give permission to Up Athletics & Rehab to contact me or send reminders to me (via text message, email, etc.) with respect to our training.

By signing below, I agree to comply with the above statements.

Participant's name:

Phone:

Email:

Participant's signature:

Date: