

Rochelle Rice
200 East 35th Street, Suite#2
New York, NY 10016
212-689-4558
www.RochelleRice.com

CLIENT AGREEMENT

When you sign up for a class or course, we are committing to provide you a specific time slot in a specific class thereby making this time slot unavailable for others. Please understand the commitment we are making to you does compel us to adhere to a set of policies. Prior to being admitted to any class or other activity you must agree to the terms of this agreement. These policies and the other terms are outlined below and are subject to updates. Instructor schedules are subject to change. Please read this Agreement carefully and ensure you understand the obligations you are undertaking before you sign this Agreement.

CLASSES AND COURSES

Payment

To secure a time slot in a specific class, payment in full is required. You can register by:

- Check made out to In Fitness & In Health and mailed to 200 East 35th Street, Suite #2, New York NY 10016
- Pay Pal on www.RochelleRice.com
- Visa or MasterCard by calling the office Tuesday and Thursday afternoons, 2-5pm.

If payment is not received by the start of the Course, please understand you will not be allowed to participate in class. Payments are non-refundable, nontransferable, and can only be applied to the class for which you are registering.

Observation

New clients are always welcome to view a class. Prior notification is needed via phone or e-mail.

Drop-Ins

The drop-in fee is **\$24** per class. Prior notification is needed via phone or e-mail.

Refunds

A **48-hour cancellation** notice is required to cancel from an entire Series or an entire Course. Please note refunds are minus a **non-refundable office fee of \$25.00**.

Cancellations

Classes must be **cancelled by phone or e-mail 12 hours** in advance to be eligible for a make-up.

Make-Up for Classes and Courses

We do allow Clients to miss **one class per 5 week Series** if you have notified us of your absence in advance. Make-up classes will only be scheduled if you have cancelled your class via phone or e-mail 12 hours in advance. If you do not cancel out of your class, your missed class will count as used even though you did not attend. A make-up class will not be allowed. **Only one classes may be made up per 5 week series.** Make-up classes are valid for **30 days**. Exceptions will be made during those times of the year when Series/Sessions are not being held on a regular basis. Once a make-up class is scheduled, if not cancelled at least 12 hours in advance it will count as if used even though you did not attend.

Medical Exception

Should you become injured or ill to the extent that participation in class is not advisable by your physician, you may apply for a **Medical Rollover** of your unused classes toward a future session to be used within six months time provided your class has been paid in full. In such cases, you must provide a written note from your physician describing your injury or illness, relevant dates of injury or illness and treatment and you must sign out of class no later than 72 hours (3 days) after such class was scheduled.

Failure to notify within 72 hours (3 days) after missing class due to said injury or illness will cause forfeiture of the possibility for a medical Rollover of your unused classes. Any request for medical exception may be granted or denied at the discretion of Rochelle Rice. **Please note Medical Rollovers are minus a non-refundable office fee of \$25.00.** In order to return to class, a written release from your physician stating your ability to resume classes will be required. **Please understand your health is our top priority.**

INDIVIDUAL SESSIONS

Payment

Payment is required at the time of service unless otherwise specified before the session.

- Cash
- Check made out to In Fitness & In Health
- Visa or MasterCard

Refunds

Payments are non-refundable and nontransferable.

Cancellations

Individual sessions must be cancelled 24-hours in advance or the client will be responsible for the session.

Benefits

All individual clients are eligible to receive a 10% discount on classes and courses, but cannot be combined with any other offers.

Confirmation of Client Agreement

Client Name (please print): _____

Client Signature: _____

Date: _____