



Fitness and Wellness Program Policies & Procedures

WELCOME TO STUDIO B

We are glad you have taken the step to join us at Studio B. This is the place where you Create. Your. Self.

In the Studio we have a unique mix of professionals all ready to help you create your healthiest lifestyle. We offer a private personal training studio and comfortable treatment rooms.

We call it a Studio instead of a clinic or center because Studios are where we create things. It is where ideas are made concrete and something new comes to fruition. At Studio B the emphasis is on the work it takes to make us into the best versions of ourselves.

Our professionals are experienced, licensed, certified and knowledgeable. They work to support you as you venture on your path to greater health and wellbeing.

Business Office Hours:

Professional Session Times Vary by Provider - Please Call for More Information

Office Manager is In The Office Monday - Friday
5:00 pm

1:00 pm -

Below outlines our Studio Fitness & Wellness Programming Policies and Procedures.

MEMBER-CLIENT ACCOUNT POLICIES

Member-Client Package rates are based on your level of participation within the Studio. Service offerings include: personal training, small group training, open studio workouts, nutrition and health coaching, meal planning, psychotherapy, and a variety of workshops, intensives, social opportunities, and online programs. Member-Clients can choose a variety of services or just one to take advantage of Studio B facilities and professionals.



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Member-clients are those who wish to engage in our fitness and wellness programming or participate in behavioral health services. All participation is scheduled through Studio B platforms and in combination with staff support.

- Rates are based on the number and type of services you chose to participate in.
- Some services may be billed to your health insurance if you have coverage for that service. Other services will be paid out of pocket.
- Members will chose their level of participation by picking items from the al a carte menu to create program(s) that meet their personal health journey goals.
- Payments may be made by cash, EFT, or credit card. Credit card information is collected within your membership portal to allow for monthly billing of your membership dues.

Participation

- Individuals 18 years of age or older can book sessions at Studio B.
- Teens and Children are allowed to participate as part of programming designed for these age groups. At no time are children under 15 allowed to be in the fitness studio without a staff member. Teens 16 and older may apply to have independent access after working with a trainer and showing proficient and respectful use of the facility.
- Children participating in personal training and classes, along with their parents, are required to read, understand, and sign the participation Policies & Procedures Form.

Clinical Services & Education

Studio B offers several clinical services.

- Behavioral Health Treatment



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- Nutrition Coaching and Meal Planning
- Fitness Assessment
- Health and Wellness Coaching for non-medical disease management
- Support for behavior adherence tracking for all behavior change programming needs.
- Workshops - are offered throughout the year on a variety of topics. Some will be offered by the hour others by the day.
- Intensives - incorporate a variety of programming areas over the course of a few weeks to a few months.

Many of our wellness services come with an assessment. Assessments differ based on the services provided however may evaluate muscular strength or endurance, flexibility, body composition, resting blood pressure, resting heart rate, sub-maximal cardiovascular fitness and height and weight measurement, nutrition review, psychological - social history, and physical health questionnaire.

Prior to the assessment clients will be informed of any paperwork, disclosures, and other pertinent information needed to prepare for the assessment.

Paperwork is sent via your client portal(s) and email for electronic signature.

A physician's release may be required before participation in any fitness programming depending on your initial screening. We use the Physical Activity Readiness Questionnaire (PAR-Q) to screen member-clients for physical activity readiness. This form is sent to you through your client portal as well.

Fees

Fees are based on the type of service, provider license/certification classification, and may be subject to insurance contracting rates. All fees are subject to change, please contact Studio B to confirm costs of services prior to your participation.



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Refund Policy

- Most services must be purchased in advance, with the exception of behavior health sessions.
- Payment of copays, coinsurance, or self-payment for sessions are due at the time of the appointment.
- Participants requesting and obtaining a refund on a wellness package for remaining session or sessions will be charged a \$20 service fee.
- Refund requests require a 48 hour written notice.
- Refunds can be picked up in the office, refunded via the online platform, or mailed; please allow for 7-10 business days for refunds to be issued and mailed.

Expiration Date Policy

- All wellness sessions or services must be purchased in advance.
- All sessions must be used in their entirety within six (6) months from the date of purchase.
- Any sessions remaining after the six (6) month period will be considered expired and nonrefundable.

Appointment Cancellation and No Show Policy

- Cancellations must be made 24 hours in advance. Clients who do not cancel appointments within the designated time (24 hours in advance) and/or do not show for the scheduled appointment will not be reimbursed for the missed session and will pay a cancellation/no show fee up to the full session amount.
- Cancellation fees differ for different types of services and are subject to change. Please contact Studio B to confirm the cancellation / no show fee for your services.



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If a client, patient, or member has no showed a provider 2 times all future appointments will be removed from the schedule and the participant will be required to reschedule sessions with the providers. The number of sessions a client with a history of no-show or late cancelations may schedule at one time may be limited.

If the participant is late for their appointment the provider is not obligated to make up the missed time. For example, if the client is 15 minutes late for a 60 minute appointment. The session will only be 45 minutes. Many of our providers schedule sessions close together and extending a late start session is often unavailable.

Inclement Weather

In the event of inclement weather, Studio B may make the determination to close for the safety of staff and participants.

- Studio B uses the public transportation system to determine studio closure due to weather. In the event the public buses stop running for inclement weather related issues we will also close the studio.
- Please call the Studio for information on any delay in opening or complete closure.
- All providers will work to incorporate weather canceled sessions as quickly as possible.
- Refunds for weather canceled sessions will be offered after re-schedule options have been exhausted and the refund service fee will be waived.

Changing Payment Option

- Any changes in your EFT account must be made before the 25th of the month for changes to be effective in the next month.
- All changes must be made in the office and the member's signature is required. No changes will be made over the phone.



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- Changes to service contracts will be charged a prorated fee where applicable.
- A \$25 non-sufficient fund fee will be charged in the event Studio B is unable to complete a payment transaction and is charged a fee for attempting to collect payment.

Inactive Participation Status

- Upon submission of verification of relocation or illness which results in an inability to use the facilities for longer than 5 days, any member-client in good standing may convert to inactive status for a period of at least 30 days, but no more than 90 days without a physician's statement.
- In case of a medical emergency, where inactive status is required to be longer than 90 days, a physician's statement is required.
- Inactive participation fees may be charged to hold your spot in a particular service. Upon reactivation of the service normal monthly billing will proceed at the applicable rate.

Cancellation / Termination

- To cancel a service, a signed written notice must be received by the office manager by the 25th of the month. The service package will be cancelled the 1st of the following month.
- Please see above section outlining cancellation / refund fees for more information.
- Cancellations require member's signature. No cancellation will be made over the phone.
- Management reserves the right to terminate a member-client immediately in person or by giving 30 days written notice to the member using certified mail. If notice is by certified mail, it shall be addressed to member's home address shown in the member's client file.
- Upon termination by management, if applicable a prorated refund will be made to a member, based on the effective date of termination.
- Please allow 7-10 days for office staff to determine and complete refunds.



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Fee Adjustments

- Subscription and package fees are subject to adjustment as determined by management. Upcoming adjustments will be announced at least one month in advance to member-clients.
- Fee adjustments to any package will not affect the current package purchased, however any renewal of that package will be subject to the new fee upon purchase.

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Check In Procedures

- When arriving for your session or class all member-clients will check in with the front desk and/or their coach if outside front desk hours prior to entering the fitness studio or treatment rooms.
- Member-clients under the age of 16 must be accompanied by an adult and must be checked in at the Front Desk. Children under the age of 16 must be accompanied by an adult or professional until their coach comes out to get the child.
- Member-clients are expected to follow all posted rules in the Studio B Participant Policy Manual, signage throughout the space, and act with respect to fellow participants and staff while engaging in any activity through Studio B.
 - This includes activities at the Studio B physical location, online, or off site but sponsored/facilitated by Studio B.

Policies

- Respect must be shown to EVERYONE in the fitness room. This means sharing equipment, 'working in 'with other gym users (alternating users on a single piece of equipment) and not blocking workout areas.
- Any injuries or equipment issues must be immediately reported to staff.



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- No food or protein shakes to be consumed inside the gym. Water only please.
- Minimize mobile phone use in the gym area. If you need to make a call, do so outside Studio B space.
- Selfies or photos while in Studio B and/or of other gym users are not permitted.
- Headphones must be worn if listening to music outside of the Studio sound system.
- Appropriate language and volume must be considered when conversing in the Fitness Studio.
- Horseplay or loitering will not be allowed in the fitness area.
- All machines must be used according to their intended purpose. If you have any questions about a piece of equipment, please direct questions to your coach or office staff.
- Please use a towel and sanitizer to wipe down equipment after use.
- Return all weights to rack, and other equipment to its correct storage area.
- Use equipment as it is designed - do not drop weights, do not use walls for handstands or throwing balls against them.
- No equipment may be taken outside of the gym.
- The sound and TV systems are set and managed by staff. If you would like to have the music changed or would like to check out a TV remote, please see the front desk for help.

Personal Training

The goals of the Personal training program are as follows:

- Provide a safe and fun exercise environment for participants to reach and maintain personal fitness goals.



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- Provide a variety of information and services that meet the participant's needs.
- Communicate the benefits of a healthy and active lifestyle.
- To employ trainers who are excited, motivated to train, constructively challenge participants, and provide excellent customer service.
- In order to provide safe, fun and an effective workout session for the participant, training sessions are customized to each individual and are booked according to appropriate space demands for each session or small group class.

Behavioral health providers, personal trainers, group exercise instructors, health/wellness coaches, and nutrition coaches, etc., not employed or contracted by Studio B are not permitted to use Studio B to perform duties associated with the above activities or those offered at Studio B. This includes regular or repetitive meetings, one-on-one instruction, exercise/nutrition prescription, modification, technique instruction (in any modality) and any job function typically associated with the above or working with member-clients/guests of Studio B.

This policy is enforced to reduce risk of injury for participants. Studio B has interviewed, evaluated and hired individuals who have the required credentials to perform the job functions listed above for each profession and programming within the Studio.

Group Exercise

- When a group or exercise class is in session, the studio is reserved for class participants only.
- When a group or exercise class is not in session, any member 16 years of age (with teen pass) or older may use the Studio by signing up for an open studio workout time via the Studio website. Slots are limited and rates for open studio slots are in addition to your package fees to help keep workout groups small.

Cardiovascular Equipment



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- Open use of the cardiovascular equipment is available to all members 16 years old and older during open studio time.
- Participants are expected to limit their cardio machine use to 30 minutes per piece during open studio time to accommodate other users. Please “work in” with other participants.

Strength Training Area / Free Weights

- Open use of the strength equipment is limited to those members 16 years of age and older.
- Return all weights to rack after use.
- Dropping weights is not permitted.
- Please see a fitness instructor for spotting or other assistance with strength training equipment.

Changing Room and Shower Area

The shower area is located in the restroom. Children 12 and under must be accompanied by an adult in the studio to use the shower area. Please book your shower use with the front desk staff or your coach.

Towels

Towels are an amenity that we are happy to provide for our members, but appreciate a conservative use of them. Please limit your use of towels to one per visit or bring your own towels from home. Towels are signed out at the front desk reception area. Once you are finished with your towels, please return them by dropping them into the dirty towel bin in the rest room.

Attire

All members are expected to wear proper workout attire for their particular activities.



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- Participants must wear clothing and shoes conducive to the exercise(s) being conducted.
- No street shoes will be allowed in the exercise areas. Please bring a change of shoes for facility use.
- Members are not allowed to work out barefoot unless it is part of a particular activity, such as yoga, which requires barefoot movement.
- Non-marking athletic shoes only in the Studio. Boots, shoes with metal buckles, flip-flops, etc. are permitted.
- Street clothing with items that could harm or catch (long strings, buckles, zippers, snaps, buttons, etc) in the equipment and not appropriate for fitness activities are not allowed in/on the Studio. Please wear activity appropriate clothing for your sessions.
- Individuals wearing offensive slogans/pictures on shirts and shorts, revealing or excessively suggestive attire will be asked to adjust their clothing or will not be permitted to exercise in the facility.
- Members must wear a shirt and appropriate footwear at all times while exercising.

Lost & Found / Valuables

Studio B will not be responsible for articles lost, stolen or damaged in, on or about the clinic. You are advised to leave all valuables at home or locked in your car before entering the center.

- Lost & Found items will be kept for two weeks and then donated to charity.
- All lost items must be identified in person. No confirmation of found items will be given over the phone.

Smoking/Drug Use

Studio B is a designated tobacco, alcohol and drug free environment. Individuals suspected of being under the influence and/or attempting to use drugs, tobacco, or alcohol on premises maybe asked to leave.



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Special Events

Announced special events will have precedence for facility usage. Please refer to the website and program schedules for a listing of special events and the areas of the facility they will occupy. All attempts to give plenty of notice will be made prior to closing the facility for a special event. Management reserves the right to close the facility for necessary repair and maintenance.

MISCELLANEOUS

Member's Health Warranty

Member-client warrants and represents that he/she has no physical or mental disability, impairment or ailment preventing him/her from engaging in active or passive exercise that will be detrimental to his/her health, safety or physical condition if he/she does so engage or participate.

This representative is made by member-client knowing that management will rely upon the same respect to member-client's participation. Member-client acknowledges and agrees that it is his/her responsibility to consult with his/her personal physician prior to and during the course participation at Studio B.

Disclosure Statement

Studio B and the employees of Studio B do not release, sell or distribute any personal information obtained during assessment and/or training process to third parties. Participants may disclose personal and private information regarding their health and physical status at their own discretion. Trainers/coaches maintain the confidentiality of these conversations. Trainers/coaches must first ask and be granted permission by the participant to disclose any of the information originally given to the trainer / coach. Participation in fitness and wellness programming at Studio B is not considered protected health information.

Membership Suggestions

- Member-client suggestions are always welcome. A suggestion box and forms are available in the waiting area.



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- We have session evaluation forms available for you to evaluate your experience at Studio B. These forms are used to provide feedback to providers and staff.
- Please let us know if you have any suggestions or recommendations regarding these policies.

We want Studio B to be a comfortable and inviting place to pursue your health and wellness goals. We value your voice in the creation of this wellness community. All of the above are intended to make Studio B an enjoyable environment for all member-clients. Thank you for your cooperation.

Subject to Changes

The preceding policies and procedures are not all-inclusive. Other rules and regulations may be posted in and about the facility and shall be binding for all member-clients.

Management reserves the right to change and amend these policies and procedures as deemed necessary for the safe and functional operation of the facility.

Policy and Procedures Acknowledgment

I _____ understand it is my responsibility to know and follow the policies outlined in Studio B policy and procedures.

I hereby acknowledge receipt of the Studio B's Policy and Procedures. I understand that it is my responsibility to read and adhere to the policies and procedures outlined.

Printed Name:

_____ **Date:** _____



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Signautre:



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PAR-Q