

Policy Reminders & Updates

We wanted to take a moment to send out some reminders regarding studio policies & procedures regarding cancellations & as well as some studio reminders.

We appreciate all of your support and continued trust in our small business. Being able to continue to run our small business and provide you all with the highest level of service means we need to make sure we keep you informed & updated on these policies.

I. Cancellation policy on Personal Training sessions & Group Classes

We require a 24 hour cancellation on all personal training sessions & a 12 hour cancellation on group classes. This policy information is included on your new client paperwork as well as on the website. This ensures your space is held or that we are able to fill your spot with another client. If you think you are coming down with something or there is a schedule conflict please reach out to your trainer as soon as possible to let us know and we can reschedule you within the Month.

II. Carryover Sessions

As part of our schedule process, clients can decide on how many sessions they want per week or month. Those sessions need to be used within that month unless for some reason we have no other availability with one of our trainers. If for some reason we are not able to fit you in then accommodations will be made.

III. 30 Day Notice for Membership Cancellation

We kindly ask that you let us know 30 days ahead of time if you are not going to continue the following month.

Cancellations prior to 30 days will still be responsible for the following month sessions. We have been fortunate enough to not have to have a year long or even 6 month commitment policy in place like other gyms and studios but this is starting to impact our business greatly and we appreciate your understanding.

IV. Advanced Class Booking

Due to our smaller class sizes it's imperative that you sign up for class ahead of time. We've unfortunately had some situations where we have had classes cancelled or a schedule change and had clients show up. The website to sign up for classes is at the link below. There is also an app to make it even easier. Class sign ups close 2 hours prior to the class start time.



V. Client Privacy

Emerge Fitness is first and foremost a private personal training studio. Part of what makes us special and different is being able to provide a safe space for personal training clients to have 1 on 1 attention maintaining a high level of privacy. Although we have a note posted, if you see trainers in the studio working with clients we ask that you stay in the lobby until they are finished with their sessions and we come out to greet you.

Thank you again for your understanding and for your support and trust in the Emerge Fitness family. We are so privileged to serve you all in your health and fitness needs. If you have any questions at all, feel free to reach out to Megan, Jason or Jeff directly.