

## Policies and Procedures

### Free trials, Registration, Memberships, cancellations.

**10 day trial pass:** For all new students looking to try classes, a 10 Day trial is available for \$25. You may attend as many classes as you wish to in that 10 day timeframe, and if you choose to sign up within that 10 day period that \$25 will be counted towards your membership.

**Memberships:** We have two prime options. Standard and Premium. These are month to month options that auto renew every month until you inform us about cancellation. These memberships are also required to have autopay on.

**Responsibility of the client:** You are solely responsible for maintaining your records, accounts, cards, payment methods and information on Zenplanner as well as notifying the gym of when you're intending to cancel a membership in writing, email and or text, as well as informing yourself on when the gym is closed and or open. We do our best to maintain communication, but it's your responsibility to be informed.

**Monthly Membership cancellation:** Failure to cancel your membership or to inform us to cancel the membership for you, before the next bill due date will result in you being charged for that bill whether you are present or not. All cancelations must be made prior to the following bill due date. No refunds or partial refunds are issued for cancellations that happen during a membership duration. Partial credits towards other services or merchandise may be given instead of refunds. All refunding is at the discretion of the gym manager.

**Contract Membership cancellation:** Early cancellation of a contract membership will result in 50% of the remaining contract period balance due at time of cancellation and will be Automatically withdrawn unless discussed in writing with the gym manager. If the contract is at its final month, the total for that month is due and will be automatically withdrawn from the prime billing account at time of termination.

### Payment options, Tuition due dates, late fees, refunds.

**Payment options:** All Clients are required to have a card or bank account on file with us and are automatically placed on an autopay. Payment for memberships or special events are required prior to participation, and can be done by Cash, Check, or Card, and is due by the day of the event, or the first class week of each month. Make checks payable to: Blue Ridge Motion. In the event the check is no good, a \$25 fee will be placed on your account in addition to the funds unpaid. Unpaid dues will be authorized to be automatically withdrawn in the event that you owe a balance you have not paid. Should this not be possible, we will report the debt to a credit agency and fine you the standard late fee listed below.

**Tuition bill due dates:** Tuition is due the same day of each month as the start date of the membership. You will likely receive automated emails regarding this every month.

**Failure to make payments/late fees:** In the event your auto payment fails due to an expired card and or insufficient funds, a grace period of 3 days is given to update and or correct the error and make payment unless otherwise addressed with a gym manager in writing. Should payment fail after

3 days, a late fee shall be attached to your account for \$10 every week it is late, this amount will be auto withdrawn on the day it is considered late.

**Flexible budget plans:** If needed, we work with your budget to help you or your kids attend, and we also consider trades, and barter. Just ask us, and we will make it possible for you to come.

**Refunds:** We consider refunds on a case by case basis, but our usual policy is to issue the refund as a credit towards other services or products offered by us in the event you did not use your classes (see our “make-ups policy below”), or other registered services and events.

### **Communication, Holidays, closings, make-ups.**

**How we will reach out to you:** We will send out notice as soon as we have the info via Email newsletter mailing list, Facebook, and our website news page. Please check one or all of those to find the most up to date info on closings and events happening. When in doubt, call us!

**Holiday closings:** We sometimes close classes, but not open gyms, or special events, please refer to the calendar on our website, or give us a call when in doubt. We are closed for standard classes, for the following dates;

**January 1st – New Year, MAY- Memorial day. July 4th. - Independence day. September - Labor Day, November - Veterans Day. November – Thanksgiving. December 25th through January 1st. - Christmas, through New Year.**

On those days we will not be doing standard classes, but still may have special events. Feel free to check out the calendar for those days when the time comes.

**Closings for bad weather:** For simplicity, we will usually follow the Christiansburg school closings, but sometimes they close and nothing happens, so when in doubt, check the Calendar on the website, and give us a call to confirm it. We will make a final call at least 1 hour before the first class.

**Make-up classes:** Missing days is no problem. You can make them up on different days. Just find a class in the correct level and reserve your place. (please refer to the calendar for what classes are offered and at what times. If there is no suitable time, please ask us to help schedule one for you). Missed classes do not carry over into the next month.

**Move-ups:** A set number of classes is NOT required prior to advancement, however, certain skills, physical capabilities, and maturity levels all play a role in how we assess move-ups. Students will be assessed by a BRM certified instructor and must be able to do the skills competently to the satisfaction of the assessing instructor, sometimes instructors may seek another opinion on a students move-ups and a separate or additional assessment might take place.

### **Emergency Action Plans.**

**Injuries, and how we handle them:** In the event of a minor injury (Sprain, bruise, scratches etc...) Basic first aid will be rendered from the BRM Staff. BRM Staff will never administer medications, or give over the counter drugs. Basic First aid is defined as applying bandages for minor injuries, disinfecting cuts, wrapping sprained ankles, etc... BRM staff are not physicians and will not diagnose or treat injuries. It is up to the individual to seek their own medical advice from a professional in the medical field. In the event of a serious injury, such as a bone break, or more catastrophic injury, the first priority if deemed necessary will be to call Emergency medical services on behalf of the parent or guardian, and then we will contact the parent (should they not be present), then the emergency contact listed on your profile. Attempts will be made until we get a hold of someone.

### **Contact and information.**

**Gym owner:** Elijah Bowen – phone: (540) 577-0148. **Email:** [Elijah@blueridgemotion.com](mailto:Elijah@blueridgemotion.com)

**Gym address:** 200 Midway plaza Drive, Christiansburg, VA, 24073.  
(This is NOT a mailing address, so please do not mail anything to this address.)

**Website:** [BlueRidgeMotion.com](http://BlueRidgeMotion.com)