

San Fernando Valley Adventure Boot Camp (SFV-ABC) Program Policies

REGISTRATION:

- ▶ A space in camp is securely reserved only after our receipt of your payment and your completed registration, which includes all questions completely answered; with complete explanations for all “yes” responses.
- ▶ Registration is open to any non-fitness industry professional who is physically able to participate in a functional-based calisthenics program without restrictions and desires to improve their fitness conditioning or athletic performance.
- ▶ *If you have ANY questions or concerns about your ability to participate or complete our Boot Camp program, please contact us prior to submitting your payment. All refunds are subject to a cancellation fee.*
- ▶ As a condition of participation, you will be asked to sign a non-compete and nondisclosure confidentiality agreement and to confirm your acknowledgement and acceptance of these policies.
- ▶ A pre-camp fitness evaluation is required for all first time campers; as well as all returning campers who have missed 3 or more camp sessions. This evaluation must be completed in order to participate in Boot Camp.
- ▶ Evaluations will only be scheduled for campers with pre-registrations and payment completed. No exceptions.

FEES and PAYMENT TERMS

- ▶ Fees for services are due at the time services are contracted. Services will not be provided until payment is received in full.
- ▶ Under NO circumstance will a camper registrant be allowed to attend camp without having submitted payment.
- ▶ Add-on packages are specially priced programs designed to run concurrent with the Boot Camp session. All Camper add-on specials expire with the ending of the associated camp, regardless of status.
 - ▶ *Add-on programs are available as separate packages, which are not required to coincide with your camp or other exercise program.*

ATTENDANCE:

Note: SFV-ABC Camps are goal-oriented, progressively structured personal fitness programs & require a personal commitment. You have enrolled in SFV-ABC with certain goals, it is our intent to coach you and hold you accountable to move toward them.

- ▶ We will give you 100% of our ability; in turn we expect 100% of your commitment.
 - ▶ You must **commit to one boot camp class** (i.e. same days, same time for camp duration).
- ▶ Due to SFV-ABC’s unique schedule for camps, specific days, and limited camp sizes, SFV-ABC cannot provide campers “make-ups” for missed days or a transfer from one class to another. Missed sessions are lost. SFV-ABC does not permit, nor is obligated to offer, make-up sessions of any type. This lack of flexibility encourages you to take responsibility for your **COMPLETION of CAMP and your ACHEIVEMENTS!**
- ▶ CAMPS are non-transferable.
- ▶ We request the courtesy of advance notice if you know you will miss a session. In the event of a sudden or unexpected event, we would appreciate a call or email. It is your responsibility to contact SFV-ABC.
- ▶ An absence greater than 5 sequential days requires SFV-ABC Director’s release for re-admission. Release for re-admission is at the discretion of SFV-ABC Directors.

REFUNDS and EXTENUATING CIRCIMSTANCES:

- ▶ *If, after registering, you find you are unable to attend your scheduled camp **due to circumstances beyond your control**, we can offer you a refund if you notify us prior to your session start date; however, you will be charged a **\$55.00 cancellation fee**. If we are notified after your session begins, we can only provide you a credit toward another boot camp. Sessions start 6:00AM Monday, evals week – this is the week prior to your camp start date. Credits and refunds are considered by request (we will not presume for you) and granted solely on our approval case-by-case. Credits are nontransferable. There are no cash refunds. This is a nonnegotiable policy.*

- ▶ For campers who find that they cannot complete their camp, our policy is to offer either a conditional refund or credit based solely on our determination of the nature and timing of your circumstance. Requests for refunds or credit must be made and confirmed in writing (i.e. email).`
 1. A refund, minus cancellation fee, may be provided if requested and approved prior to camp session start (0600 Monday of Eval week).
 2. A prorated credit may be provided after camp session start date if approved by SFV-ABC.
- ▶ Requests for refunds must be received no later than 7 days PRIOR TO your camp start date. We will not grant refund requests received after the 7 day advance period, you can only receive credit after this time; No exceptions.
- ▶ Refunds, when granted, **will incur a \$55.00 cancellation fee.**
- ▶ If we are notified after your camp session begins (Monday of eval week) that you are unable to continue with your Boot camp due to circumstances beyond your control, at SFV-ABC's discretion, we may offer you a pro-rated credit toward another complete camp. You will be required to pay the balance prior to the next available camp.
- ▶ All credits must be requested; credits are effective from the date of your request; they are not retroactive. Credits are nontransferable. Credits are applied toward another boot camp or, at our discretion, toward other Synergy Fitness, Inc. services.
- ▶ There are no refunds for any reason after the camp start date. No exceptions; this is not negotiable.
- ▶ If SFV-ABC cancels any camp, for any reason, after payment has been received, full credit will be given. Credit is good for a period of 1 year from the date granted.

CLASS OPERATIONS:

- ▶ Videotaping, photographing, recording, documenting, communicating or relaying program particulars, in any manner, of SFV-ABC activities by you or anyone on your behalf is explicitly prohibited and specifically violates your nondisclosure agreement.
- ▶ The use of personal electronic devices during class is not permitted; i.e. Cell phones, MP3 players, iPods, pagers, cameras, etc. We will, however, allow you to use your MP3 player during any extended runs. Out of respect to yourself, your fellow campers, and your instructors please make sure all cell phone/PDA devices are off or switched to a "silence" mode.
 - ▶ *Should you have a special situation one particular day that requires you to be on call, please speak with the class instructor to make those arrangements.*
- ▶ Any visitors to the program site must be cleared through Synergy Fitness Directors in advance.
- ▶ SFV-ABC is a positive support-coaching environment. Any action or behavior that, in the opinion of the class lead trainer, produces a negative or distracting atmosphere (i.e. foul language, use of electronic devices, derogatory comments, aggressive actions, unwillingness to follow instruction, etc) will be asked to leave the class.
- ▶ Once removed from class by the instructor, an individual's ability to return to class will be decided by the SFV-ABC Programming Director(s) pending an incident investigation. No refund or credit will apply for missed sessions regardless of how many are missed.
- ▶ Boot Camp classes are operated in areas accessible to the general public. It is each individual's responsibility to safeguard their personal effects. Make sure to conceal your items and lock your vehicle. It is our recommendation that clients do not bring with you or leave in your car any items you value or are not necessary for your exercise program that day (i.e. purses, extra keys, money, checks, cell phones, etc). San Fernando Valley Adventure Boot Camp and its instructors cannot be held liable for any lost, damaged, or stolen items while in the class.