### **Frequently Asked Questions (FAQs) for Orchid Gym**

Q1: What are the gym's opening hours?

* A: Our gym is open from 5:00 AM to 11:00 PM on weekdays and 7:00 AM to 9:00 PM on weekends. Hours may vary on holidays.

Q2: Do I need to be an experienced gym-goer to join?

* A: Not at all! Our gym welcomes individuals of all fitness levels, from beginners to advanced athletes. We also offer personal training and group classes to help you get started.

Q3: Are there any age restrictions for joining the gym?

* A: Members must be at least 16 years old to use the gym unaccompanied. Those aged 12-15 must be accompanied by an adult member.

Q4: What should I bring for my workout?

* A: Please bring appropriate workout attire, a towel, a water bottle, and a lock for your locker. We provide the rest!

Q5: Do you offer personal training services?

* A: Yes, we have certified personal trainers available. You can book sessions with them for an additional fee. They can tailor a workout plan to meet your specific fitness goals.

Q6: Can I bring a guest to the gym?

* A: Yes, guests are welcome but must be accompanied by a member, sign a waiver, and may be subject to a guest fee.

Q7: What is your cancellation policy for gym membership?

* A: Members can cancel their membership in accordance with the terms outlined in their membership agreement. Generally, a notice period is required, which is specified in the agreement.

Q8: Are there any group fitness classes, and how do I sign up?

* A: Yes, we offer a variety of group fitness classes. You can sign up through our website, mobile app, or at the front desk. We recommend booking in advance as spots are limited.

Q9: What should I do if I have a problem or complaint?

* A: Please speak to any of our staff members or contact gym management directly. We take all feedback seriously and strive to resolve issues promptly.

Q10: Do you have parking facilities?

* A: Yes, we have a parking lot available for members. Parking is free and spaces are available on a first-come, first-served basis.