### Gym Policies and FAQs

#### Policies

**1. Membership Policies** - All memberships are non-transferable and non-refundable. - Membership cards must be presented upon entry. - Membership freeze is available for medical or travel reasons, up to 3 months per year.

**2. Payment Policies** - Payment is due at the start of the billing cycle. - Late payments may incur a $15 fee. - Acceptable payment methods include credit cards, debit cards, and online transfers.

**3. Facility Usage Policies** - Members must wipe down equipment after use. - Gym towels are required on all workout benches. - Personal training sessions must be booked at least 24 hours in advance.

**4. Age Restrictions** - Minimum age for gym usage is 16 years. - Minors (16-18 years) must have a parent or guardian’s consent.

**5. Locker Room Policies** - Lockers are for day use only; items left overnight will be removed. - The gym is not responsible for lost or stolen items.

**6. Code of Conduct** - Respect other members and staff. - Offensive language or behavior will not be tolerated. - Proper gym attire is required.

**7. Cancellation Policy** - Monthly memberships can be canceled with 30 days’ notice. - Annual memberships may be subject to an early termination fee.

**8. Health and Safety Policies** - Members must complete a health questionnaire before starting. - Do not use equipment if feeling unwell. - Emergency procedures are displayed throughout the facility.

#### FAQs

1. **What are the gym’s hours of operation?** Our gym is open Monday to Friday, 5 AM to 11 PM, and Saturday-Sunday, 6 AM to 10 PM.
2. **Do you offer trial memberships?** Yes, we offer a 7-day free trial for new members.
3. **What amenities are available?** Amenities include a sauna, swimming pool, juice bar, and free Wi-Fi.
4. **Do I need to book group fitness classes?** Yes, booking is required to ensure availability.
5. **What should I bring for my first visit?** Bring a valid ID, workout attire, and a water bottle.
6. **Are personal trainers available?** Yes, we have certified trainers available. Sessions must be pre-booked.
7. **What happens if I forget my membership card?** You can still enter by providing a valid ID.
8. **Are there any discounts for students or seniors?** Yes, we offer a 10% discount for students and seniors (60+).
9. **Can I bring a guest?** Yes, guests can accompany members for a $15 daily fee.
10. **Is there a family membership plan?** Yes, we offer discounted family membership plans for up to 4 members.
11. **What is the cancellation policy for classes?** Classes can be canceled up to 12 hours in advance without penalty.
12. **Are there showers available?** Yes, showers are available in the locker rooms.
13. **Can I freeze my membership?** Yes, for valid medical or travel reasons, up to 3 months annually.
14. **Is there parking available?** Yes, free parking is available for members.
15. **Do you provide child care services?** Yes, we have a supervised kids’ area available.
16. **Can I use my membership at other locations?** Yes, if you have a premium membership.
17. **Are there water fountains available?** Yes, water fountains are available throughout the gym.
18. **What should I do if equipment is broken?** Inform a staff member immediately.
19. **Is there a dress code?** Proper gym attire is required; no open-toed shoes or jeans.
20. **Can I listen to music on speakers?** No, please use headphones.
21. **What types of fitness classes do you offer?** Classes include yoga, spin, HIIT, and Zumba.
22. **Can I upgrade my membership?** Yes, upgrades can be done at the front desk or online.
23. **Do you offer corporate memberships?** Yes, contact us for corporate membership packages.
24. **Are pets allowed?** No, except for service animals.
25. **What happens if I lose my locker key?** Report it to the front desk; a $10 replacement fee may apply.
26. **Do you have a refund policy?** Refunds are not available for used memberships or classes.
27. **Is there a waiting list for memberships?** No, we currently accept all new memberships.
28. **Can I share my membership?** No, memberships are individual and non-transferable.
29. **Do you offer nutritional counseling?** Yes, our trainers can provide basic nutritional guidance.
30. **How can I give feedback about my experience?** Feedback forms are available at the front desk or online.