



ONYX FIT

ETIQUETTE

We strive to make Onyx Fit a clean and welcoming space for all. Please follow these simple guidelines to ensure a pleasant experience for everyone:

1. Please arrive at least ten minutes before your scheduled class to get changed, sign in, take a sip of water, and settle in. Please sign up for classes online to secure your spot.
 2. **Cancellation Policy**
Guests: If this is your first time attending a class you are reserved in, you have 2 hours to notify us by phone, e-mail or cancel your spot online. Payment is non-refundable, but we are more than happy to reschedule you to another date. If you miss the 2-hour notification cut-off, we assume you are taking the class and the class cannot be rescheduled, refunded, or credited.
Class Pass Members: If a spot is reserved in class and the class pass member does not show up without 2 hour notice, a class will be automatically deducted.
Monthly Members: If a spot is reserved in a class and the Monthly Member does not show up without 2-hour notice a \$5+GST penalty may be applied to the Members account.
Drop in: You may still drop in to a class, however there is no guarantee there will be a spot. Members who drop in to a class will only be given a spot if space is available on a first-come first-serve basis.

Members who are more than 5 minutes late WITHOUT NOTICE may have to forfeit their spot in the class. The spot will be granted to anyone on the wait list who are present at the studio. If an unforeseen situation arises that prevents a member from being on time for class, please contact us in order to keep your spot.
 3. Please refrain from using a mobile device at the studio and please keep your voices low so as not to disturb ongoing classes.
 4. Please clean up after yourself: return mats and props neatly to their proper places, ready for use by the next set of students.
 5. Please leave your shoes neatly in the designated area by the entryway. Leave your coats and other outer wear in the locker area located at the back of the studio.
 6. Please refrain from using strongly scented products in the studio, and the use of deodorant is HIGHLY RECOMMEND. We always have extra incense you forget.
 7. If you need to leave early, please inform the teacher beforehand, set up your mat close to the door, and leave quietly, causing the least disruption possible.
 8. If you are new to the practice or studio, or if you are dealing with an injury or any other limitation, please advise the teacher before the beginning of class.
 9. Respect your body: challenge yourself, but go at your own pace and rest if you need to.
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