



GROUP CLASS GUIDELINES

- Please do not attend class if you are sick
- Please bring a water bottle and wear proper gym attire and athletic shoes
- We have yoga mats and sweat towels available to use for free but you are welcome to bring your own

BOOKING POLICY

- Please prebook your classes
- Members can contact Ola Fit For Life at 778-987-6345 or info@olafitforlife.com
- Non-members can purchase 10 class passes at: [Link to Purchase 10 class passes](#) – once purchased you will receive information on setting up yourself on our web portal where you can manage your class bookings.
- Walk-ins are welcome, if the class is full, you are welcome to come and wait for no-shows or late cancels.

LATE POLICY

- Please arrive 10 minutes prior to the start of your class.
- We start and end class together and appreciate you being on time.

NO SHOW & CANCELLATION POLICY

- We have a **2-hour cancellation policy** for all our group classes.
- Any cancellations inside the 2 hours will be charged as a regular session and/or will not be refundable if you have prepaid.
- You are responsible for booking and cancelling your classes.
- We do not take cancellations over the phone.
- To cancel you must sign into your account through our web portal and manage your bookings.

EXPIRATION POLICY

- All Single Classes & Class Passes expire 6 months from purchase date
- Workshops and events are valid only for the date purchased

RETURN & REFUND POLICY

- We do NOT offer refunds on any Drop-ins, Class Passes, Unlimited Memberships, Workshops or apparel and merchandise.

TRANSFERS

- All Class Passes, Unlimited Memberships, Registered Classes and Workshops are non-transferable
- All class credits must be used by the original purchasing client
- To purchase for a friend, contact us at 778-987-6345 or info@olafitforlife.com

LOST & FOUND

- Ola Fit For Life is not responsible for any lost or stolen items
- Please ensure valuables are locked in a complimentary locker
- Lost & found items will be kept for 1 month, after which they will be donated