

## The non-training stuff you should know about training with Custom Strength

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### Your first Workout

The first thing you should expect is a warm welcome. One of the best things about Custom Strength is that it's full of nice and interesting people. That makes working and working out there fun.

When you first arrive, your trainer(s) will introduce themselves and introduce you to the other clients who are also working out at the same time. Having people to workout with (even though you're each doing your own thing) is one of the cool things about semi-private training.

The trainer will then show you to your workout zone, to the custom workout program we created for you, and will start coaching you through your workout. It usually takes a while to teach proper form as we coach you through these exercises, which means you will likely only do one or two sets of each exercise at first (where you might do two, three, or four sets later).

**Are you an experienced lifter?** We tend to err on the side of caution when selecting how much weight (if any) to use with each exercise, so you may find you don't get a serious training effect from your first workout. Hang in there – it won't take long. But we do think it's important to take a bit of time to make sure your form is good.

**Are you new to lifting weights?** We understand that you might be apprehensive about your first workout, and we'll do our best to make you feel comfortable and to not give you more than you can manage. We'll also check in throughout your workout as well as the next day to see how you're feeling. Our goal is that you leave feeling great instead of leaving feeling exhausted. Sometimes we miss the mark on that, and if we do, we'll be sure to adjust so that we don't miss the mark again.

### COVID protocol

Our covid protocols have changed a lot, and I'm guessing there may be more changes to come. Here is the current protocol:

1. Everyone who comes to Custom Strength must be vaccinated, must not have any covid symptoms, and must not be covid-positive.
2. Please use the hand sanitizer when you arrive, and at least once during your workout.
3. You will have your own zone to workout in, along with your own equipment. Other than going to the bathroom, stepping outside, or filling your water bottle, you should remain in your zone.
4. Masks are optional, although we ask that you consider wearing a mask when you're coming and going to help make the gym more comfortable for those who have different comfort levels.
5. When you use equipment that spends a lot of time in your hands (KBs, DBs, cable straps), please either spray them with hand sanitizer and wipe them before putting them away, or put them on the white towel on the KB shelf to be cleaned at the end of your workout at which point you or your trainer (whoever has time) will spray and wipe it before putting it away. There may be some days when the trainer has time to do most of the cleaning, but please assume that is the exception and that cleaning the equipment you use is a shared responsibility.

### No scent policy

Please respect that some of the people who work or workout with you are sensitive and even allergic to scents.

In addition to perfume or cologne, please keep in mind that other products you apply may be quite scented. I'm not trying to suggest you completely change the products you use, but rather I'm asking that you be mindful of them ahead of coming to the gym.

### No outdoor shoes policy

We try to keep the gym very clean, and as part of that effort, we insist that people bring indoor shoes for working out, even if it's not rainy or snowy out. Shoes we wear outdoors still track in lots of dirt and other fun items, and considering we all do lots of exercises on the floor, we think it's important to limit how much shoe dirt gets brought in.

When you arrive, please place your shoes on the rock mat just inside the gym door.

### Workout length

All workouts at Custom Strength are scheduled to take between fifty and fifty-five minutes, with 55 minutes being the hard end time at which point we will politely kick you out so we can setup the gym for the next clients.

In theory the workout program we create for you is designed to take between 50 and 55 minutes. In practice, sometimes it's a bit long or a bit short. Our apologies if the length of your program is not quite right and know that we see that and we will try to adjust your program so we do get the timing right.

### Arriving Early

If you arrive early, please wait in the lobby or outside until your trainer welcomes you in.

### Arriving Late

It happens to everyone now and then that you just can't get to your workout on time, and sometimes you may be thinking *"wow, I'm so late, I'll only get in half of my workout, so it's not worth it."* A shortened workout is infinitely better for you than no workout, so if you're running late, please come anyhow and we'll happily coach you through a shortened workout.

### Drink water

We recommend you bring a water bottle with you to the gym so you can stay hydrated. We have a tap in the gym specifically for filling water bottles, so you don't have to bring a full bottle. If you forget your water bottle, you can buy a paper cup from us for \$1. While this sounds like gouging (these cups cost about a nickel), our goal with this fee is to reduce our environmental footprint. We donate all the cup money we collect. If you don't have cash that day, you can still grab a cup and then bring \$1 next time you're in.

In the past few years of implementing this, we've donated to the Run for the Cure, Adopt Me Cat Rescue, and the Hintonburg Food Cupboard.

### What to do if you will miss your regularly scheduled session(s)

Each of you has one or more regularly scheduled workouts booked each week. These times are saved specifically for you to ensure you get your workouts in consistently without having to negotiate times each week.

If you'll be away or have other plans that conflict with one or more of your workouts, please log on to our scheduling system, cancel the sessions you'll miss, and then reschedule them sometime within two months (before or after) of the scheduled session(s).

**Note that we do not adjust your invoice for missed sessions.** For some of you, rescheduling missed sessions is challenging as you have busy schedules. Unfortunately cancelling sessions and then adjusting invoices to reflect that is not a practice we are able to consider. To make it easier to find times that work for rescheduling sessions, you can reschedule missed session(s) up to three months after the originally scheduled session.

**If you will miss two weeks or more:** In this case, you have two options:

- 1) Cancel and reschedule as above
- 2) Put your training on hold. In this case, you can cancel your sessions without worrying about having to reschedule them, however, we do not guarantee the same regular times will be available when you return. So if specific timeslots are important to you and if it's typically very busy when you train, you may wish to consider making up the sessions instead of putting training on hold. Conversely, if you workout in a very quiet time, the odds of that spot being available when you get back are pretty good. In order to put your training on hold, email us at [coach@customstrength.com](mailto:coach@customstrength.com) at least two weeks in advance.

### Scheduling system

Once your regular workout times are in the scheduling system, you can use the scheduling system to reschedule sessions, if needed. You can get to the scheduling system from our website (<http://customstrength.com/>) and click on *login* at the top, or you can go here: <https://booknow.appointment-plus.com/6l2bjt3v/>

**Username and password:** Your username is your first initial and last name (e.g. lvordemort) and your password is your first name and 2 letters of last name, with the first letter of each name capitalized (e.g. LordVo). If you want to change your password, you are welcome to do so in the system.

**If two of you like to workout together:** The scheduling system shows all the times where there is availability for one person. If two of you usually work out together and you'd like to find a spot for both of you, you can do so by selecting 2 from the dropdown list under "number in group". If one of the times that show up works for you, select "book it" and it's yours. There is just one step to add: please email us at [scheduling@customstrength.com](mailto:scheduling@customstrength.com) to let us know that the session is for you and whoever you like to workout with, because it will show up in the

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calendar as being two sessions for you. Odds are we will figure it out anyhow, so not a huge deal if you forget.

If you select 2 as the number of people, but don't see any times that work well, I suggest you select 1 instead and then just book separately. There will be a lot more options that way.

### Cancellation policy

We require at least 24 hours notice to change or cancel a session. If you need to cancel with less notice than that, please email, text, or call us. We tend to be strict about enforcing the cancellation policy, however we often make exceptions for family emergencies or illness.

### Prices, invoicing, and payment options

You can find our full price list on our website (<https://www.customstrength.com/prices.html>).

We send invoices for training via email during the first week of the month for that month and request payment by the 15<sup>th</sup>. If you are just starting, we will send your invoice for your first month (pro-rated if it is part way through the month) one or two days after your first workout.

Our preferred method of payment is pre-authorized debit (PAD). If you are not familiar with this, you can read up on it here ([https://customstrength.com/PAD\\_FAQ.pdf](https://customstrength.com/PAD_FAQ.pdf)). It's pretty cool as it's inexpensive, convenient, and safe.

If you don't wish to use PAD for your invoice payment, you can also send payment via email transfer (to [elsbeth@customstrength.com](mailto:elsbeth@customstrength.com)) or pay at the gym with cash or cheque (payable to Custom Strength).

### (Optional) extra program design fee

Our monthly rates include the cost of updating your program such that you do the same program 6 times before we update it. If you would like us to put together a separate workout program you can do at home, while traveling, or at a separate gym, we will be happy to do so. Just ask! And note there is a \$25 fee to do so.

### Gym closures (Statutory holidays and vacation weeks)

Custom Strength closes one week every quarter in order to simplify invoicing and to make it possible for us to take vacations. This means we are open for 12 weeks each quarter, and bill for 4 weeks every month. This is much less complicated than billing for 4.5 weeks each month.

We typically close the week between Christmas and New Years, a week in February/March, the week of Canada Day, and we often book the last week around Labour Day or Thanksgiving. Because we only invoice for 4 weeks each month and we stay open for 12 weeks each quarter,

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these closure weeks do not affect your invoice unless you started with us shortly before a closure, in which case we adjust your invoice appropriately.

We do not close for all Statutory Holidays, although we close for many of them. When we do close for a stat holiday that is not part of one of our closure weeks, we give you the option of either rescheduling a missed workout, or having your invoice reduced to reflect missing that workout.

We also use this approach if we need to close for unplanned reasons (this is rare but has happened).

### Parking

Like most commercial spaces in Hintonburg, Custom Strength has limited on-site parking. As such, if you drive to the gym, it is best to assume you will park on the street. There is lots of street parking within a couple of blocks of us, and considering how fit you're getting, walking a bit to get to your workout shouldn't be a problem. If it is, please let us know and we will happily adjust your workout appropriately.

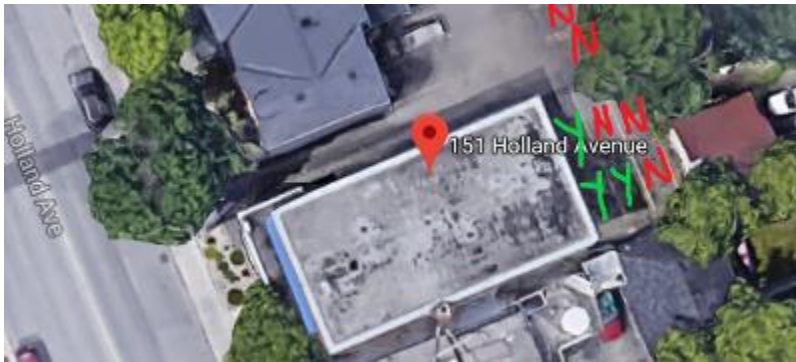
Fire hydrant in front: There are two parking spots directly in front of the gym, however, please be aware that in between the two legitimate spots is a fire hydrant. For some reason people park in that middle spot without noticing the hydrant all the time. I see one or two people each day getting tickets there, so it is definitely risky to park there. The two spots around the fire hydrant are far enough away from the hydrant that I've never seen anyone get tickets there.

Rush hour no parking times in front: There is no parking on the east side of Holland from 7am to 9am, and there is no parking on the west side of the street from 3:30pm to 5:30pm.

Public mini parking lot on Byron at Holland: This parking lot is free when it is open, but please pay attention to the signs as there is no parking in winter (and they give tickets), and also note the spot closest to Holland is actually a special spot for police vehicles.

There is also lots of street parking on Huron, Hamilton, Wellington.

If you want to chance that one of our limited spots in the back is available, please make sure that you only park in our spots. The back area includes parking spots for the offices upstairs from us as well as for the dentist next door. At our old location, clients from other businesses consistently parked in our spots, which was very frustrating. I really don't want to inflict that frustration on our neighbour businesses, so please only park in spots that you know for certain are ours. The three green "Y" markings show which spots are available for Custom Strength. Odds are the trainers will be occupying one or two of those spots (since we are there for longer than is allowed on streets in the area). If you see a car parked in the bottom left spot, it will be a trainer's car, which means you can take the green Y spot in front of it and block them in. If you're not sure, please ask.



### Snow days

If you're wondering if we'll be open when there's a snow storm, odds are VERY good that we will be. I think we've closed twice in ten years for snow, so it must be an impressive storm for us to close.

If you don't like driving in snow, please be sure to keep tabs on the weather forecasts and if it looks like there will be a storm on your workout day, either go into the scheduling system to reschedule your workout, or send us an email and let us know that you'll switch your workout to a zoom workout from your home. Please remember our 24 hour cancellation policy when doing so.

There is wiggle room here. If, for instance, the forecast is for 5 cm and we get 30, then cancellation with less notice is fine. Otherwise, our snow policy is pretty much, *we live in Ottawa, and it snows in Ottawa.*

### Is there a place to store stuff at the gym between sessions?

There is space for you to store your stuff during your workout (mats at the doors for shoes and boots, and a coat tree in your zone for bags and coats and sweaters), but we don't have enough space for storing things like gym shoes and water bottles between sessions. We contemplated getting lockers, but it occurred to us that storing 100+ pairs of gym shoes might not smell awesome.

### If you need to end your time with us

We think it's pretty cool that so many of you choose to continue to workout with us for such a long time. I think that so many of you do is part of what makes Custom Strength a special place to spend time. That said, it is inevitable that at some point, some of you may not be able to continue coming to Custom Strength. If that time does come, please let us know before the beginning of the month in which you will be leaving. If there is a last minute reason you can't give us that notice and the result is that you will need an updated invoice for the month, that is

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fine, however there will be a \$10 (+HST) administrative fee to do so (to cover the extra time required to for mid-month changes to the schedule and invoice), and note that our 24 hour cancellation policy will apply if this change will result in needing to cancel sessions that are less than 24 hours away.