

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

The non-training stuff you should know about training with Custom Strength .....	1
Your first couple of workouts .....	1
Workout time.....	2
Arriving Early.....	2
Arriving Late .....	2
Drink water! .....	3
Is there a place to store stuff at the gym between sessions? .....	3
What to do if you will miss your regular sessions .....	3
Prices, invoicing, and payment options .....	3
(Optional) extra program design fee .....	4
Putting training on hold .....	5
If you need to end your time with us (say it ain't so!).....	5
Scheduling system.....	5
Cancellation policy .....	6
Gym closures (Statutory holidays and vacation weeks) .....	6
No scent policy.....	6
Parking .....	6
Snow days .....	7

### Your first couple of workouts

The first thing you should expect is a warm welcome. Our trainers and clients are nice, interesting and fun people; and we're all excited to have more nice, interesting, and fun people come and workout with us. When you first arrive, your trainer(s) will introduce themselves and introduce you to the other clients who will be working out with you (one of the cool things about semi-private training).

They will then show you the custom workout sheet we created for you and start coaching you through it.

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). We also tend to err on the side of caution when selecting how much weight (if any) to use with each exercise, so if you're someone who has already been working out regularly, you may find you don't get a serious training effect from your first workout.

Some people find the easier first session a bit frustrating as they come to the gym to push themselves. We will help you to push yourself. We just think great form is important, so we take the time to make sure your form is good before we make the exercise harder. Most of the time, this doesn't take very long, so bear with us for a couple of workouts and know that you'll get the challenge level you're looking for once we lock in your form.

People who weren't working out regularly prior to starting with us, tend to love that we start slowly as it matches where you are. We will help you to push yourselves as well, we'll just do it gradually so that we don't scare you away from the opportunity to enjoy being stronger and more fit.

### Workout time

All workouts at Custom Strength are scheduled for one hour. As much as possible, please try to arrive for your workout on time and note that we will do our best to create and coach your workout program to be doable within an hour.

In some cases, we get a little excited about all the exercises we want to share with you, which results in a program that is too long to finish in an hour. Other times a workout takes longer than an hour because you might be having an awesome conversation with one of the many fun people in the gym. Or perhaps you're working out on what Kurt Vonnegut would call a *high gravity day* and you're just not moving at your normal pace.

Your trainer will usually be able to tell by the halfway mark of your session whether you're on track to finish everything within the hour. If the schedule is quite full that day, we'll let you know that we need to make up some time and suggest what to cut out so you'll be able to finish within your session time. If it's not busy (and if it's not the last session before closing time), we'll ask if you are able to stay a bit late to finish your workout. If you are, you'll do your full workout; if you're not, then as above, we'll suggest what to cut out so you can finish on time.

### Arriving Early

If you arrive early for your session, please ask your trainer if it's okay to start early. If it's not busy, we'll almost certainly say yes. Conversely, if it is busy, we'll say no, as we want to be sure the gym doesn't get too busy for the people who are scheduled to workout then. Don't worry about getting a warmup in before your session as that's already programmed into your workout.

### 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." I'll just pipe in here and say that I beg to differ. It's true that a 30 minute workout is

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

not as good as a 60 minute workout, but it's infinitely better than a 0 minute workout (math for the win!).

If you're running late, come anyway! If it's a busy day for you or for us, you'll still have to finish at your regular time, but your trainer will happily pick a subset of your program so you'll still get in a good workout. If you're not in a rush to leave, it's not busy at the gym, and it's not the last session before closing time, we'll be happy to have you stay and do your full 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 (let's face it; these cups cost about a nickel), we view it more as a reminder about your environmental footprint. In fact we donate all the cup money we collect. So, please bring your own water bottle, but if you forget, you don't have to go thirsty, but you don't get a free cup. If you don't have cash that day, you can still grab a cup and then please bring \$1 next time you're in.

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

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

Unfortunately we don't have the space at the gym for storing things like gym shoes and water bottles. We contemplated getting lockers, but then it occurred to us that a wall of lockers with 100 pairs of gym shoes might not smell awesome.

### What to do if you will miss your regular sessions

When you start working out with us at Custom Strength, we coordinate with you to find regular workout time(s) each week and we'll book them into our scheduling system. This means we are saving those times for you so that you can ensure that 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 and cancel the sessions you'll miss and then reschedule them sometime within two months (before or after) of the scheduled session(s). We do not adjust your invoice in the event that you miss sessions, and instead strive to ensure there is every opportunity for you to make them up conveniently.

### Prices, invoicing, and payment options

Hopefully by the time you're reading this we have already gone over our prices with you, however if we dropped the ball or if you're just curious, you can find our full price list on our

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

website (<https://www.customstrength.com/prices.html>). Our prices include creating and updating your custom workout programs as well as your workout sessions.

We send invoices for training during the first week of the month for that month and request payment by the 15<sup>th</sup> of the month. The invoice is sent as a pdf via email. 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 extremely safe.

If you don't wish to use PAD for your invoice payment, you can also send payment via email transfer, 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 every 3, 4 or 6 weeks, depending on whether you are coming for 3, 2, or 1 regular weekly semi-private training session. If you would prefer to receive more frequent program updates, or if you'd like us to put together a separate workout program you can do at home or while traveling, we will be happy to do so, although there is an additional \$25 fee to do so.

This is **specifically relevant if you enjoy regular open gym sessions**. The price we charge for open gym sessions does not factor in the extra time it takes for more frequent program updates. As such, if you come for regular open gym sessions, we won't update your workout every time you finish a sheet, and instead will print out extra sheet(s) so that you can continue to fill them out until you are due for another program update based on the frequency of your semi-private sessions. If you wish to have program updates more often, please let us know and we will do so and add a \$25 fee for each additional 1-day program update and \$30 for each additional 2-day program update. This wording feels awkward, so if you're not sure what that means, here are two examples:

1. You come for one semi-private coached session and one open gym session each month. This means you'll finish your sheet in 3 weeks, however based on our pricing structure, you are only paying for an update every 6 weeks. If you would like to get updates every 3 weeks, you can do so for an extra \$16.67 (+HST) per month. This is the amount because you would end up getting 2 extra program updates every 3 months. If you prefer not to pay for extra updates, you'll end up doing each workout sheet twice between updates.
2. You come for one semi-private coached session and two open gym sessions each month. This means you'll finish your 2-day program sheets in 4 weeks, however based on our pricing structure, you are only paying for an update every 6 weeks. If you would like to get updates every 4 weeks, you can do so for an extra \$10 (+HST) per month. This

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

is the amount because you would end up getting 1 extra 2-day program update every 3 months. If you prefer not to pay for extra updates, you'll end up doing each workout sheet twice between updates.

### Putting training on hold

If you will be away for 2 weeks or more and you don't think you will reasonably be able to make up the missed sessions, you have the option to put your training on hold for the time you'll be away. If you put your training on hold, 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, then 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.

If you opt to put your training on hold when you will be away, please send the an email with the dates you will be away to [coach@customstrength.com](mailto:coach@customstrength.com) before the beginning of the month. We will coordinate with you to get you back in the schedule at the best possible time(s) for you when you return. Note that if a last minute trip comes up and you are not able to tell us by the before the beginning of the month, you can still put your training on hold, however there will be a \$10 (+HST) administrative fee to do so (to cover the extra admin time required to for mid-month changes to the schedule and invoice).

### If you need to end your time with us (say it ain't so!)

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 fine, however there will be a \$10 (+HST) administrative fee to do so (to cover the extra admin 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.

### Scheduling system

Once we've got your regular workout times in the scheduling system, we'll send you login credentials so you can make changes 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/>

### Cancellation policy

We require at least 24 hours notice to change or cancel a session. If you need to cancel on 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.

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

Custom Strength is closed 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, 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, if you will miss a workout as a result, we give you the option of either rescheduling that workout, or of having your invoice reduced to reflect that you missed that workout.

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

When we do have closures, we put a sign up at the gym at least one week prior to the closure and we also note the dates in the invoice email that month (or the month prior).

### No scent policy

Custom Strength has a no scent policy. We have some clients who are sensitive and even allergic to scents, which makes working out in the presence of scents difficult.

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.

### 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.

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

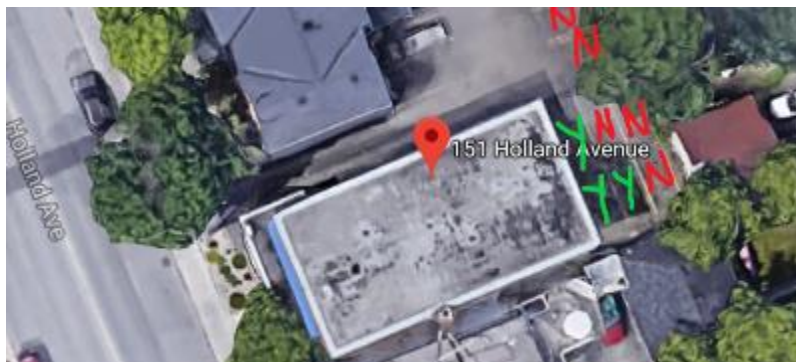
Fire hydrant in front: There are two parking spots directly in front of the gym, however, please be aware that in between the two legitimate spots is a fire hydrant. For some reason people park in that middle spot without noticing the hydrant all the time. I see one or two people each day getting tickets 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.

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

This means that if you're someone who doesn'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, go into the scheduling system and reschedule your workout. Just make sure you do so at least 24 hours ahead of your session.

There is wiggle room here. If, for instance, the forecast is for 5 cm and we get 20, then cancellation with less notice is fine. Otherwise, our snow policy is pretty much, *we live in Ottawa, and it snows in Ottawa.*