



# ROGUE

PHYSICAL THERAPY & WELLNESS

## Cancellation and No-show policies for Rogue 1:1 Wellness Appointments:

Rogue Physical Therapy & Wellness is committed to providing exceptional service for our 1:1 Wellness appointments. Unfortunately, due to our clientele we need at least 24 hours' notice to have the opportunity to fill the appointment. When someone cancels an appointment with short notice, we are unable to fill that visit slot. **Please call us at 714-276-3992 as soon as you know you won't be able to make a scheduled visit. To cancel a Monday appointment, please call our office by 12:30 p.m. on Friday.** If less than a 24-hour notice is given, we will need to charge the full amount for the missed appointment.

## Monthly Membership Policies:

We at Rogue want you to maximize the use of our group classes. The more we exercise the better and research confirms this! We understand there are times when you cannot come to a class that you are scheduled for either through conflicts with appointments, illness, or travel. You may make up classes within the month of missing them or within two weeks if it is at the end of the month. Missed classes do not carry forward indefinitely and cannot be saved up to use as a month instead of your membership fee.

Rogue is making every effort to keep our monthly fees reasonable. If you are going to be gone for any period of time your options are to:

1. Pause your membership for the month: We are not able to hold a spot in classes for members that pause so there is a chance that your favorite classes will not be available upon your return.
2. Keep your membership active while you are gone: This helps Rogue be supported in a stable manner and assures that your class schedule will be available to you upon your return.

We are not able to offer partial month membership if you will be gone.

Our intent is to keep financial payments as simple as possible so that we can minimize the administrative time and effort to run our program.

## Making up missed classes:

We want you to make up classes whenever possible. Please contact (call or text) Nancy at 714-276-3992 or talk to her at the gym and she can help you schedule your makeups. Our instructors may not have the full picture on each class and whether that class has openings or not. We want to keep communication streamlined to avoid any confusion.

Rules for make-up classes:

- You must be a current in-person member at Rogue to make up any classes.
- Classes that are taken as a makeup class are in addition to your regular schedule.
- Classes must be made up within 2 weeks before or after missing them.
- You do not accumulate missed classes to use at some future date.
- Make ups in classes are subject to there being space in that class.