

## Urban Krag Late Arrival and Rescheduling Policy

Customers are welcomed and encouraged to arrive 10-15 minutes prior to their class start time. This allows ample time to settle in and be prepared for when the class begins. Instructors typically arrive 30 minutes early to their classes and will be here to allow entry to the facility.

If you arrive past the scheduled start time of the class, without prior notice, you will be charged a late fee of \$1 per person, per minute.

In the situation that you need to reschedule a class, you must give at least 24-hour notice to the start time of the class. If less than 24-hour notice is given, you will be charged a \$15 non-refundable rescheduling fee.

**No Call - No Shows will forfeit the prepaid amount for the class and will be required to pay for the class in full upon rescheduling the class.**

In the case of a last-minute family emergency, a doctor's note or official documentation must be provided to Urban Krag.

**Once on file, this agreement will apply to any and all future classes taken at Urban Krag Climbing Center**

Any questions or concerns regarding this policy should be directed to Management.

I hereby understand and agree to the " **Late arrival and Rescheduling Policy**" set forth in the above paragraphs.

Name Printed Clearly: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Cert# \_\_\_\_\_

Phone Number: \_\_\_\_\_