

ELEVATE WELLNESS & PERFORMANCE

Guest, Membership & Community Policies

Elevate Wellness & Performance Co. Inc. is committed to creating a safe, respectful, welcoming and high-quality wellness experience. These policies apply to members, guests, drop-in visitors and participants using Elevate facilities, services, classes and recovery experiences.

1. Arrival Policy

Guests are encouraged to arrive at least 10-15 minutes before their scheduled appointment, class or recovery session. This allows time for check-in, changing, completing any required forms or waivers, receiving instructions and preparing for the experience without disrupting other guests. First-time visitors should allow additional time for orientation and to become familiar with the facility and any equipment they will be using.

Scheduled sessions begin and end at the reserved time. Guests who arrive late may have their session shortened so that the next booking can begin on time, and the full session fee will still apply. Depending on the service, capacity and safety requirements, Elevate may be unable to admit a guest after a session or class has begun. We ask everyone to plan ahead for parking, changing and check-in so the experience can begin calmly and on schedule.

2. Cancellation Policy

We understand that plans can change. To give other members and guests a fair opportunity to use limited session times, we ask that cancellations or rescheduling requests be made as early as possible before the scheduled start time. Cancellations made with appropriate advance notice may be rescheduled or returned to the applicable package where appropriate.

Late cancellations may result in the session being forfeited or a late-cancellation fee being charged, depending on the booking type or membership. Elevate may make reasonable exceptions for emergencies or exceptional circumstances at its discretion. Repeated late cancellations may result in restrictions on advance booking privileges.

3. No-Show Penalty

A no-show occurs when a guest does not attend a scheduled reservation and has not cancelled before the session begins. Because reserved spaces and equipment cannot always be filled at the last minute, no-shows will result in the booked session being forfeited. For unlimited memberships or bookings that do not use a session credit, Elevate may apply a \$20 no-show fee to the member's account.

Repeated no-shows affect other members' ability to book and may result in temporary restrictions on advance reservations or other booking privileges. If an emergency prevents attendance, please contact Elevate as soon as reasonably possible. Any exception to the no-show penalty will be considered individually and remains at the discretion of Elevate management.

4. No Alcohol or Intoxicating Substances Policy

For the safety of everyone using our sauna, cold plunge, red light, compression and other wellness services, alcohol, cannabis and other intoxicating or impairing substances are not permitted to be consumed on Elevate premises. Guests must not participate in Elevate services while intoxicated or impaired, including when impairment is caused by alcohol, recreational drugs or any substance that may affect judgment, balance, hydration, circulation or the ability to follow safety instructions.

Elevate staff may refuse or discontinue service when they reasonably believe a guest is impaired or when participation could create a safety concern. In these circumstances, the missed or discontinued service may be treated as a late cancellation or no-show and may not be eligible for a refund or credit. Guests are responsible for making safe transportation arrangements and for following all posted and staff-provided safety directions.

5. Phone-Free Zone Policy

Elevate is a phone-free zone. Our goal is to create an environment where guests can disconnect from outside distractions, be present, connect with the community and fully experience their time at Elevate. Mobile phones, smart devices and other personal electronic devices must be put away while guests are in Elevate wellness, recovery, sauna, cold plunge, studio and shared community areas. Devices may be stored securely with personal belongings and should remain on silent while inside the facility.

Personal phone use, texting, scrolling, phone calls, photography, video recording and audio recording are not permitted in the phone-free areas of Elevate. If a guest needs to use their phone, they should step outside or use an area specifically designated by Elevate staff. Exceptions may be made when a device is required for a medical, accessibility or emergency reason, or when Elevate has specifically approved its use. Elevate staff may remind guests of this policy and may ask anyone who repeatedly disregards it to leave the applicable area.

6. Refund Policy

All purchases are final unless otherwise required by applicable law. Packages and Memberships: no refunds are provided on any class packages, session packages or monthly memberships once purchased. Gift Cards: gift cards are non-refundable and cannot be redeemed for cash, except where required by law. Unused sessions, membership benefits or promotional inclusions have no cash value and cannot be exchanged for cash.

Retail merchandise that is unused, unworn and in its original condition may be considered for exchange or store credit within 14 days of purchase when accompanied by proof of purchase, subject to hygiene and product-specific restrictions. Services that cannot be completed because of an issue caused by Elevate may be rescheduled or credited at Elevate's discretion. Promotional, discounted and complimentary services are not redeemable for cash and may be subject to additional conditions communicated at purchase.

7. Dress Code Policy

Guests should wear clean, appropriate clothing suited to the service or activity they are attending. Athletic or comfortable clothing is recommended for movement, recovery and compression services. Appropriate swimwear is required for cold plunge and contrast therapy areas, and guests should bring or use a clean towel as directed. Clothing must provide reasonable coverage and must not create a safety, hygiene or equipment-use concern.

Clean indoor footwear may be required in designated areas, while footwear may be prohibited in others. Outdoor footwear should not be worn where it could bring excessive dirt, salt or moisture into wellness spaces. Clothing or accessories displaying hateful, harassing, threatening or explicitly offensive content are not permitted. Elevate staff may ask a guest to change or adjust clothing when necessary for safety, hygiene, respectful community standards or proper use of equipment.

8. Community Conduct Policy

Elevate is intended to be a welcoming, inclusive and respectful environment where people can focus on wellness, recovery, performance and personal growth. Members and guests are expected to treat staff, practitioners and one another with courtesy and respect, to follow staff instructions and facility rules, and to respect personal space, privacy, booked time and shared equipment.

Harassment, bullying, discrimination, intimidation, threats, unwanted physical contact, aggressive behaviour, sexual misconduct, deliberate disruption, damage to property or conduct that compromises another person's safety or comfort will not be tolerated. Guests should also avoid monopolizing shared spaces or equipment and should leave areas clean and ready for the next person. Concerns should be brought to an Elevate team member so they can be addressed appropriately.

Elevate reserves the right to issue a warning, end a session, ask a person to leave, suspend booking privileges or terminate access or membership when conduct violates these policies or creates a safety or community concern. Serious incidents may result in immediate removal without prior warning. Any financial consequences of a suspension or termination will be handled in accordance with the applicable membership agreement, these policies and applicable law.

Policy Administration

Elevate Wellness & Performance Co. Inc. may update these policies from time to time as operations, services and community needs evolve. The current version may be posted at the facility, within Elevate's booking platform, app or website. Where a membership agreement or service-specific rule contains additional terms, those terms should be read together with these policies.

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