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# THE LION'S DEN

GEM FITNESS · TIGARD, OR

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## Booking & Registration Policy

Effective May 2026 · All services at The Lion's Den

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*By booking any service with Gem Fitness at The Lion's Den you agree to the following terms and conditions. Please read this policy carefully before completing your booking.*

### CANCELLATIONS & RESCHEDULING

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All cancellations and reschedule requests must be submitted at least 24 hours before your scheduled session or class. Cancellations made within 24 hours of the scheduled time may be subject to a cancellation fee or forfeiture of the session credit.

### NO-SHOW POLICY

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Clients who do not attend their scheduled session without prior notice will be charged the full session rate. Repeated no-shows may result in suspension of booking privileges at the sole discretion of Coach Cem.

### GROUP CLASS CAPACITY

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Group classes are capped at 10 participants. Advance booking is required to guarantee your spot. Walk-ins are accepted subject to availability only. Booking your spot online is strongly encouraged.

### LATE ARRIVALS

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Please arrive at least 5 minutes before your scheduled session. Clients arriving more than 10 minutes late may forfeit their spot or have their session time reduced without a refund.

### PRIVATE TRAINING REQUESTS

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Private training sessions require a booking request and are subject to manual confirmation by Coach Cem. You will receive a confirmation within 24 hours of submitting your request. Sessions are not confirmed until you receive a written confirmation from The Lion's Den.

### MEMBERSHIPS & PRICING PLANS

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Member pricing is available exclusively to active Lion's Den members enrolled in a current membership plan. Membership plans are non-transferable and may not be shared between individuals.

### HEALTH & SAFETY

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By booking with The Lion's Den you confirm that you are physically capable of participating in fitness training. It is your responsibility to inform Coach Cem of any injuries, medical conditions, or physical limitations before your first session. The Lion's Den is not liable for injuries resulting from undisclosed conditions.

## **REFUND POLICY**

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All sales are final. Refunds are not issued for completed sessions, unused class credits, or drop-in fees except at the sole discretion of The Lion's Den. If you believe a refund is warranted please contact us directly.

## **CONTACT**

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For any questions regarding your booking or this policy please contact us at [gemfitness503@gmail.com](mailto:gemfitness503@gmail.com) or visit us at 8900 SW Burnham St, Unit E4, Tigard OR 97223.