

Small Group Training Policy & Procedures

1. Class Scheduling

Each class has a maximum capacity of six participants. If a class is full, you may join the waitlist. If a spot becomes available, you will be automatically notified to book your spot. To ensure the best experience for all, we encourage members to establish a consistent schedule. Regular attendance leads to better progress and helps maintain availability for everyone. Please arrive on time for class as late arrivals can be disruptive. Arriving a few minutes early ensures proper preparation to get the most out of your session.

2. Class Cancellation

If you are unable to attend a class you've booked, please cancel at least 2 hours in advance. Cancellations made within 2 hours of the scheduled class or failure to attend will result in the loss of your class credit. To cancel, use Fitune—simply go to your profile and select “My Bookings” to make adjustments. We understand that emergencies happen. If you experience an unexpected situation that prevents you from canceling on time, please reach out ASAP and we will review your case.

3. Membership Billing

Memberships are billed automatically every four weeks. At the start of each new billing cycle, you'll receive a fresh set of session credits based on your selected membership plan. If you still have active credits before your renewal date, you may use them to book classes scheduled after your next billing period begins. Please note that any unused credits do not roll over after renewal. While you are not required to use all of your sessions, we encourage you to schedule consistently to get the most out of your training and experience at Goodly Coaching.

4. Membership Pause

You may pause your membership for a minimum of 10 days and up to 28 days. To request a pause, please complete this [Membership Pause Request Form](#). Your membership renewal date will be adjusted based on the number of days your membership is paused. If your pause is less than 10 days, it is your responsibility to adjust your weekly class schedule to make up for missed sessions. For pauses longer than 28 days, we kindly ask that you contact us to discuss the best plan according to your time away.

5. Group Communication

All communication should take place through Trainerize, where you can message your Coach directly. Please ensure your settings are configured to allow email notifications so you receive direct messages from your Coach, as well as updates within the Community Chat, called 'Small Group Training'. This is essential to stay up to date with news and updates related to Goodly Coaching and your training program. It's important to actively manage your messaging preferences to stay informed and engaged.

6. Program Management

The Goodly Coaching strength program follows a structured six-week cycle designed to optimize your strength adaptations. This program incorporates periodized phases of endurance, hypertrophy, and maximum strength to ensure continuous progress. All workouts are accessible through Trainerize, where you are encouraged to log your progress, including sets, reps, and weight amounts. Tracking your workouts consistently will help you monitor improvements and ensure steady progression.