

CrossFit King of Prussia: Frequently Asked Questions

Thank you for being a member of CrossFit King of Prussia! We love seeing your face at the box, and hope that you love it here as much as we do. We have compiled this list of FAQ to help clarify some of the policies and procedures around the box. Think of it as “Rules of the Road”. If you have any additional questions, just hail a coach and ask away. See you at the box!

First, a few “Did You Know?”

1. Did you know we keep a blog that gets updated every night EXACTLY at 10PM with the next day’s WOD, and scores from all the prior WODs? Check it out here: <http://www.aimeesfitnessblog.blogspot.com/>. Lots of great info lives there, including the MindBody system link, recipes, and more! We also have a closed group on Facebook just for KOP members: [crossfitkopers@groups.facebook.com](https://www.facebook.com/groups/crossfitkopers/)-- just request membership and we’ll let you in on the Facebook fun.
2. **Did you know** that all Fundamentals packages come with a session called "The Fundamentals of Nutrition"? They do! This hour long segment is scheduled once monthly with Laura Pappas--it’s “use it or lose it” within one year of purchase. Times/dates are listed at the box or contact Laura.
3. **Did you know** that we offer Bronze, Silver, and Gold Contracts? These are 3, 6, and 12-month contract memberships (respectively) that offer you a discount versus monthly membership rates. The contracts also include monthly Nutritionals Counseling and Private 20-minute Skill Sessions as well? They do! Nutritional is schedule through Laura and skill sessions can be through any coach—just ask.

Classes/Week	Monthly Rate	Bronze	Silver	Gold
2x/week	\$125	\$300		
3x/week	\$145		\$750	
Unlimited	\$175			\$1750

4. **Did you know** that we offer private and semi-private rates as well? If you’re looking for some extra coaching for certain lifts, skills, or just want 1:1 focus against your specific goals, this could be a great option for you. See any coach for more details.
5. **Did you know** that CrossFit isn’t just for adults? We hold CrossFit Kids classes too, in addition to our Steve’s Club program (for at-risk and under-served youth). Check the website <http://crossfitkopkids.blogspot.com/> or ask Stephanie, Aimee or Donkey for more details.
6. **Did you know** we have a CrossFit Lite Class, on Tuesdays at 730? We do! If you have a friend who’s dying to try CrossFit but a little intimidated by the full-strength WODs, have them check out CrossFit Lite classes or ask Melanie for more details.
7. **Did you know** we hold Open Gym once a month on the first Thursday of the Month? We do! You can come and do a WOD you missed, make up your own, or just work on

skills. Also, we usually have a joint Adult/Steve's Club WOD during our Open Gyms, and we encourage all our Adult members to join the fun and support Steve's Club.

8. **Did you know** that we host a FREE Intro Session every Monday at 630PM? We do! If you have a curious friend or family member who has heard you talking about how awesome CrossFit KOP is, encourage them to try a Monday Intro.

And...onto the FAQ....

Do I have to sign up for class?

We are requesting that all members pre-register for classes using our MindBody system. If you're not sure how to do this, ask any coach. The URL is

<https://clients.mindbodyonline.com/ASP/home.asp?studioid=7174>

What happens if I don't sign up for class?

It depends. If there are less than 25 people showing up for that class, then there is no issue. However, if more than 25 people show up, it's the coach's discretion whether to limit the class to the 25 who signed up. We have high standards for both teaching and safety at CrossFit KOP, and we want to make sure we have enough coaches on hand for any given class to maintain those standards.

What if I sign up for class but get stuck at work, or the babysitter doesn't show up, or the Blue Route was a parking lot, etc?

Don't worry! The coach will remove your name from the sign up and you won't be charged for the class.

I went into MindBody and I wasn't able to sign up for class like I normally can. What happened?

Chances are that you tried to sign up for too many classes in a single week. If you have a 2x/week plan, you won't be able to sign up for 3 classes, even if you have a punch card to handle "extra classes" above and beyond your normal membership—if you have a membership + punch card, you can email crossfitkop@gmail.com prior to your class and they can sign you up using their magical powers. Also, our weeks run Monday to Sunday...so make sure you're counting your classes accordingly.

If none of these apply to you, email crossfitkop@gmail.com or speak to any coach about your situation.

Do I still have to scan my card at the front desk if I signed up for class?

Nope! One less thing you have to remember to do!

What if I don't (or can't) sign up for class?

Show up and swipe your card at the front desk. Assuming there aren't too many people for that class, you get to have fun with the rest of us.

Can I show up late and still take class?

Yes, but we are not big fans of lateness. Less than 5 minutes late: no penalty. If you are 5-9 minutes late: 30-burpee penalty. If you are 10+ minutes late: 60-burpee penalty OR, at coach's discretion, you may be asked to join a later class. *If the workout has already started, you should plan to take the next class.* We plan our classes carefully with a warm up,

movement drill, and WOD that are designed to help you excel. If you miss the warm up and/or the movement drill, you may not be able to do the WOD safely. Also, it's rude to the rest of the class to have to wait for the coach to re-explain the WOD for the late arrival(s). Please try to be on time.

Cool. I showed up early, or I want to hang around after class. Can I do stuff?

You are welcome to work on skills ~15 minutes before or after a class, assuming it does not interfere with anything else happening in the box at that time—just check in with whoever is coaching to make sure. However, we do not permit athletes to do their own WODs during classes, ride the sexy new Airdynes, row, etc...save that sort of fun stuff for Open Gyms. You are always welcome to watch the existing class to set your strategy for the WOD.

Please note: if you are in the box working on skills or catching up with friends while another class is in session, please keep conversation to a minimum or move it into the lobby. We love how CrossFit KOP is a community in addition to being a gym, but all that chatter can be really distracting to a class during movement instruction, warm up, etc. This is especially true when we have kids in the gym, as they are super-easily distracted and they will want to try every cool thing you are doing.

What if I have a 3x/week membership, but I was only able to make it to 1 class this week...do the extra classes “roll forward”?

We have a “use it or lose it” policy with all our memberships, contracts, and punch cards. Unfortunately, nothing rolls over to the next week or month. Example: If you only make one class this week on your 3x, you will still only get 3 classes next week.

If you have a Bronze, Silver, or Gold contract: we are able to put a freeze on it if you are traveling, have a hell month at the office, get injured, or are otherwise indisposed. Be aware that this is truly a “freeze” and you won't be able to just “drop in” if you miraculously find an extra hour one day.

When does my membership start?

Membership initiates the day you purchase it, unless otherwise approved by the Owner.

What's the story with “AutoPay”?

When you sign up for an AutoPay agreement, CrossFit King of Prussia will automatically bill you each month, on the same day, for your membership with us. If you wish to cancel this program, it requires 30 days advance notice.

Wait, I don't have autopay but my contract (Bronze, Silver, Gold) automatically renewed anyway. How did that happen?

Contracts also automatically renew, and will be billed as follows:

- If you paid with a credit card or debit card, it will go right to that card again.
- If you paid with check or paypal, this will go “on account”, and you will need to settle up the next time you are at the box before you can take classes again.

Do you offer military, law enforcement, or firefighter discounts?

Yes! We are grateful to the men and women who have served our country and/or guard our safety, and we offer a 10% discount for anyone who has served or is currently serving, or who works as LEO or firefighter, with our thanks.

I have a friend who wants to check out CrossFit...can I just bring them to a regular class? They've never done CrossFit before.

Definitely bring them along; friends are always welcome! However...if they've never done CrossFit before, it might be best for them if they just watched for their first WOD, and then took an Intro Class (every Monday at 6:30PM) + Fundamentals before jumping in. While we can scale any WOD to any fitness level, remember how you felt after your first baseline ☺? Also, some very technical WODs might be just too challenging for a new person to tackle their first time out of the gate. If you have any questions, just ask any coach.

I have a CrossFitter friend and she/he wants to come play at KOP. Cool?

Totally! Just bring them with you and arrive a little early to sign the waiver. Drop in fees are \$20/class.

I am traveling to another city/country. How will I get my CrossFit fix?

Excellent question. CrossFit has over 2500 affiliates worldwide. There is likely one near where you are going. You can check out <http://www.crossfit.com/cf-affiliates/> on the left hand side of the page to see what your options are, or use Donkey's favorite method and google map your lodging and then do a search for "CrossFit" and see what comes up. Alternatively, there are many lists people maintain of "hotel/away WODs" that can be done with little or no equipment. Here <http://crossfitkoptravelingwods.blogspot.com/> is a list that Aimee maintains. If you have an iPhone, there is an app called "OffSite WOD" that has some great ideas. Finally, you can always talk to other members or one of the coaches about planning out a workout regimen for while you're on the road. We're here to help.

When I joined, 2x a week seemed like plenty, but now I can't get enough! Can I upgrade to another package?

Absolutely! Just email crossfitkop@gmail.com, or ask Donkey, Jen or Aimee to upgrade you to whichever package you want, and we'll handle it for you. The only difference you will pay is the price difference between the packages...there is no transaction fee for this change. Note that it's best to make this change on your renewal date, since we cannot offer prorated months.

Actually...I need to change my membership from unlimited to 2x a week due to changes in my work schedule/my new baby/etc etc. Is that cool?

Yup! It's the same process per above, except your membership will now cost you less than before. Again, best to make this change on your renewal date if possible.

What is going on in those Barbell Strength/Westside Classes? Can I show up and do a regular WOD?

Barbell/Westside classes are designed for people who want extra focus on strength training. Don't get us wrong—you will get stronger just doing regular WODs--but sometimes our members want to really stress a particular lift and improve their ability on it. These classes offer a time and place to do just that. We do not allow regular WOD work to be done during these classes and they are not run like our normal classes...e.g., with warm up, movement drills, etc. Donkey writes programming for the Westside work and can tell you all about it—just hail her the next time you see her.

Speaking of barbells, how much does that one weigh? How can I tell the difference?

The shorter aluminum training bars are 15#. The bars with the thinner bar circumference (most of them have yellow tape around the collars) are 33#. The tallest barbells are 45#. There is one 30# bar that sneaks up on you...it looks like the 45 but it's slightly shorter. There are also some specialty bars we use for Westside training...ask a coach if you have questions about them, but you would rarely, if ever, use one in a WOD.

I love you guys but I'm moving too far to keep coming here. Can I transfer my membership to another box?

We love you too, and we're sorry to see you go! Unfortunately, each box is its own business, and we are unable to transfer memberships from one to another.

So...what about a refund?

Purchases should be considered non-refundable. Refunds are given solely at Owner's discretion and are not common. Absolutely nothing will be refunded after six months.

Do your memberships and services expire? After how long?

All memberships and services are "use it or lose it" and expire after the terms of the membership...a monthly membership expires one month after purchasing, a bronze contract expires 3 months after purchasing, etc. Drop-in rates are only good for the date purchased. Punch Cards expire 3 months after purchase (for both adults and kids). Fundamentals and 1:1 Personal Training classes expire one year after purchase.

What happens when your prices go up?

At CrossFit KOP, we grandfather our members to whatever prices were when they joined. This is true even if you change your membership from one type to another (ie, go from a punch card to an unlimited membership, etc). You will always pay the same rate with us as when you started.

Wow! You guys offer free water? That's so groovy!

Not so fast, partner. Water is available for all athletes but it costs \$1. You can just leave money in the jar or you can buy it via the front desk.

Those new showers sure are nice...how long can I hang out after class and clean up for work/my hot date/the dance floor?

We ask that you be respectful of the coach's time after class. We also have work/school/life obligations. If there is no other class coming in, we ask that you finish up with your post-WOD cleanup within 15 minutes of class ending. If there is another class after yours, then you have until 15 minutes after THAT class ends to get presentable.

Ooops! Something happened and I dropped a barbell from overhead. Am I in trouble?

There may be times when you just can't hold onto the barbell or kettlebell, or you missed the catch on a snatch, experience sudden injury ☹, etc. Most important: please be aware of your environment at all times and stay alert, especially when it's crowded, as to who is around you and how close they are. In emergency cases, keep yourself and other members safe...if you cannot prevent the barbell from bailing then at least shout for people to get out of the way.

However, let's say that you finished your set with no problem and you are moving to the next movement. In that case, we take a very dim view of randomly bailing the bar or kettlebell, especially if you only have the smaller bumpers (10, 15#) or (god help you) metal plates on the bar. Burpee penalty may be assessed accordingly for "phantom barbell" activity. Bars dropped from below the waist may be excused, particularly on heavy deadlift day, but if powerlifters can place 900+ back onto the ground, you probably can too.

Ouch. I really, really hurt myself. Now what?

Oh man, that is a bummer. On the plus side, all of our coaches are certified in CPR/First Aid, and hopefully you didn't have to find that out the hard way. If you are hurt, STOP and get a coach immediately; they can help you assess next steps. Assuming you did not leave CFKOP in an ambulance (and we sincerely hope you did not), please make sure to fill out an injury report with a coach before you leave.

Can I leave stuff at the box?

Sorry, no. We are not responsible for anything you leave behind in the box. And, while we are on the subject, the coaches are not your maid staff. Before you leave the box, please clean up after yourself, your friends who came to watch, or your kids. If you left your DNA on the barbell or the pull up bar, please use the disinfectant to clean it up. If you left a chalk mess on the floor, please clean that up. If you load a barbell or use equipment, it's also on you to unload that barbell and replace all equipment back where it belongs. If you drank water, please take the bottle with you or throw it away—***it drives all of our coaches crazy to throw away water bottles with one sip out of them.*** If you kick over the chalk bucket, ~~we will kill you~~ it's a 1000-burpee penalty (this is not a joke). Finally, please take your clothing, water bottles, chalk, tape, special magic jump rope, shoes, and underwear (yes, we have found underwear on the floor) with you when you depart.

Special note to members with kids: Unfortunately we do not have daycare at this time. While we understand that there are times when you need to bring the small people to the box while you pick up heavy sh*t, we cannot be responsible for the safety of your children while you do. The box can be, at best, an unpredictable place. Weights get bailed, jump ropes are swinging, people can miss box jumps and fall...a million things can happen, and kids do not anticipate sudden movements the way other members may. Also, if you have brought kids with you, please clean up after them.