

## Fitness FAQ's

**Q: Can I receive a discount if I am a senior citizen?**

A: Yes. Inova classifies seniors as individuals 65 and older. To receive a senior citizen discount you must type **Senior** in the discount code box when registering online. You will also be asked your date of birth.

**Q: Can I receive an Inova employee discount?**

A: Yes, Inova employees are eligible for a discount. To receive an Inova employee discount you should type **Wellness** in the discount code box when registering online. You will need to enter your employee ID number and complete department code to complete the transaction. If you do not have either of these pieces of information, you will need to obtain them from your supervisor before completing your registration. Employee discount is for current Inova employee ONLY, no family members.

**Q: What do I bring to my fitness class?**

A: Instructions on what to bring are listed in the class details for each class.

**Q: How do I request to cancel or reschedule a class?**

A: Call 571-472-1401 or email [myinovawell@inova.org](mailto:myinovawell@inova.org) for all requests. Requests must be submitted 7 calendar days prior to the start of the class. If you register within the cancellation period, a transfer or cancellation will not be allowed. Refund requests received after the class will not be honored. Fitness classes cannot be prorated. Please carefully read the full Cancellation, Refund, Transfer and Weather Policy when completing your online registration.

**Q: I would like to join a class after the session has already started, how do I sign up?**

A: Call 571-472-1401 or email [myinovawell@inova.org](mailto:myinovawell@inova.org) to register. Fitness classes cannot be prorated.

**Q: When does the next session start?**

A: All session dates are posted online. Go to <https://www.inova.org/inovawell/mindbody> to view session start dates.

**Q: A class was cancelled during the session; will there be a makeup class?**

A: Yes, all makeup classes will be held at the end of the session on the same day and time as your regular class. A representative from the Inova Well Fitness team will contact you regarding makeup classes.

**Q: Do you ever cancel class due to inclement weather or an area emergency?**

A: Yes. Information about class cancellations due to inclement weather or an area emergency can be obtained by calling the Inova Well weather hotline at 571-472-1438. Class cancellations do not always follow local public school closings.

**Q: I am unable to attend the rest of my fitness classes due to a change in my schedule. Can I receive a refund?**

A: No. Refunds are issued for a documented medical condition verified in writing by a physician. Refund requests for medical reasons must be accompanied by a physician note and are considered on a case-by-case basis. Physician verifications should be faxed to 571-472-1437 or emailed to [myinovawell@inova.org](mailto:myinovawell@inova.org).

**Q: Once I complete my registration do I receive a confirmation?**

A: Yes, you will receive a confirmation in the form of an email immediately after your registration is complete. You must provide a valid email address. You will be asked to enter your email address two times to guarantee accuracy.

**Q: Will I receive a receipt for my class?**

A: Your confirmation letter serves as your receipt.

**Q: How do I get answers to specific questions about Fitness classes?**

A: Please call 571-472-1401 or email [myinovawell@inova.org](mailto:myinovawell@inova.org) and state your name and contact number as well as the reason for your request. A Fitness staff member will contact you within 2 business days and answer specific questions regarding the class.