

## **CrossFit Moncton: Frequently Asked Questions by Members**

Thank you for being a member of CrossFit Moncton! 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 FAQs 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 have a comment section on the website? It allows members to post their results to easy reference when that specific workout comes up again. We also have a group on Facebook: <http://www.facebook.com/crossfitmoncton>. There’s a lot of awesome updates, pictures and videos.
2. **Did you know** we have a CrossFit Kids program? It is on Sundays from 12:15pm-1pm and open from ages 6-13.
3. **Did you know** we have a Masters Class? It’s every Monday, Wednesday and Friday at 9:30am.
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.
5. **Did you know** we have a CrossFit Prep Course? 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 Prep classes (offered monthly).
6. **Did you know** that we host a FREE Intro Session every Saturday at 9am? We do! If you have a curious friend or family member who has heard you talking about how awesome CrossFit Moncton is, encourage them to try a Saturday 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 Zenplanner system. If you're not sure how to do this, ask any coach. The URL is <https://crossfitmoncton.zenplanner.com/zenplanner/portal/login.cfm>

### **How far in advance can I register? How far in advance can I cancel?**

You have 2 weeks in advance to register for classes.

If you need to cancel, you have up to 1 hour before the class starts. If you need to cancel less than 1 hour before class, then you need to **call** or **text**, **NOT email**, Kevin at 962-0710.

### **What if I register but not show up without warning?**

Depends. If your car was on fire or you were taking your pregnant wife to the hospital, then I will ask if you're ok or congratulate you. If you forgot or slept in, you will be rewarded with 50 burpees.

### **Are there any other rules?**

Saying "can't" gets you 10 burpees. Also, saying you "suck at" something will earn you 10 minutes of said movement so you can practice it and be better at it (getting you closer to ninja status).

### **What is the class size limit?**

It depends. There will be *at least* one trainer for every fourteen athletes. This allows for ample time with a trainer during a class. However, there will be additional trainers added if the class sizes are increased.

## **What if I'm on a wait list?**

If you're on a wait list, but get into the class, you'll have an automated email sent to you. Sometimes, technology goes on the fritz, so to make sure, sign-in to Zenplanner to double check. Also, being on a wait list doesn't excuse you from the cancellation policy. 99% of people on a wait list will get into a class.

## **I went into Zenplanner 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 3x/week plan, you won't be able to sign up for 4 classes. Also, our weeks run Sunday to Saturday...so make sure you're counting your classes accordingly.

If none of these apply to you, email [info@crossfitmoncton.com](mailto:info@crossfitmoncton.com) or speak to any coach about your situation.

## **Can I show up late and still take class?**

Yes, but we are not big fans of lateness. If you are less than 15 minutes late, you will still be required to complete the full posted warm-up (but you will miss the strength component). More than 15 minutes late, 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 or row during classes, etc. 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 warm-up room. We love how CrossFit Moncton is a community in addition to being a gym, but all that loud chatter can be really distracting to a class during movement instruction, cool-downs, etc. This is especially true when we have our CrossFit Kids class, 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 of our memberships. 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.

**Can I put my membership on hold?**

Yes, for periods of 10 days or longer. If it’s less than 10 days, you will be charged a \$10 administration fee on your next bill. 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 of your first workout, unless otherwise approved by the Owner. It may change if you had a hold placed on your membership.

**What’s the story with “AutoPay”?**

When you sign up for an AutoPay agreement, CrossFit Moncton will automatically bill you each month, on the same day, for your membership with us. If you wish to cancel this program, it requires 14 days advance notice.

**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 15% discount for anyone who has served or is currently serving, or who works as police, firefighter or ambulance, with our thanks.

**Do you offer any other discounts?**

Yes! We have a student discount (15%) and a same household discount (10%). A family that sweats together, stays together.

**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 Saturday at 9AM) + 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 CrossFit Moncton. Cool?**

Totally! Just bring them with you and arrive a little early to sign the waiver. Drop in fees are \$10/class.

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

Excellent question. CrossFit has over 10,000 affiliates worldwide. There is likely one near where you are going. You can check out <http://map.crossfit.com> to see what your options are, or use google maps for 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://crossfitmoncton.com/more/vacation-wods/> is a list that we have. 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, 3x a week seemed like plenty, but now I can't get enough!  
Can I upgrade to another package?**

Absolutely! Just email [info@crossfitmoncton.com](mailto:info@crossfitmoncton.com) 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 us aware of your intentions about 2 weeks before your renewal date, before your next membership kicks in.

**Actually...I need to change my membership from unlimited to 3x 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 us aware of your intentions about 2 weeks before your renewal date if possible.

**What is going on in those Olympic Lifting Classes? Can I show up and do a regular WOD?**

Oly classes are designed for people who want extra focus on Olympic lifting. Don't get us wrong—you will get better 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. If you want to be able to register for this class, email or talk to Kevin to see if you have the pre-requisites necessary to participate.

**Can I do a WOD during the day, and then the Oly Class in the evening?**

No sir. Working on complex lifts needs a rested mind and body. If you're burned out from a workout, then your technique will be crap. Only one class per day.

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

Green tape is 15#. Red tape is 35#. No tape is 45#.

## **How much weight should I use? AKA, why do I need a journal?**

Read this post - <http://crossfitmoncton.com/2015/02/11/journal-etiquette-3/>

## **Why do I have to scale?**

Every workout has a goal. If it take you 10 minutes to complete Fran, you didn't really do Fran. That's the reason we put time caps and scaling options on workouts. Proper scaling will allow you to complete the workout in an appropriate time, therefore, the appropriate intensity. Whenever you workout with a higher intensity, you will produce better results. We can scale using lower weights, assistance bands, modified movements and lower reps/sets. Do not be insulted if we tell you scale. We want you to get the most out of every workout. Trust us when we say we're not holding you back. Scaling is definitely a step forward.

Still need more explanation? <https://www.againfaster.com/en/blog/2012/01/13/zatsiorsky-scaling-and-power>

## **How do I get a muscle-up?**

Read this - <http://crossfitmoncton.com/2012/09/30/how-to-get-a-muscle-up/>

## **How do I get a double under?**

Read this - <http://crossfitmoncton.com/2012/10/14/mastering-the-double-under/>

## **I'm in the market for some new shoes. What should I get?**

Flat is good. Anything with a large sole/heel is like trying to workout on a pair of marshmallows. Some brands we recommend include Inov-8, NB Minimus, Reebok Nanos and Merrill Gloves.

## **I heard you guys eat like Cavemen. What's that all about?**

We recommend a Paleo diet. Basically, it's eating real food - meat, vegetables, fruits, nuts and seeds. Eliminate processed foods like breads, pasta, grains and rice. For more information check this out - <http://crossfitmoncton.com/more/nutrition/>

## **What do all those acronyms stand for? Rx'd? AMRAP?**

Read this - <http://crossfitmoncton.com/more/abbreviations/>

## **I don't know what a (insert exercise here) looks like. Where can I find it?**

Check here - <http://crossfitmoncton.com/more/exercise-demos/>

## **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.

## **What happens when your prices go up?**

At CrossFit Moncton, 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 3x 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!**

Yes, and we encourage you to bring your own water bottles. Cups are available for those that forgot their bottles.



### **Those 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. Please do not leave your shower products at the gym/in the shower.

### **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#) or (GULP!) 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** immediately and get a coach; they can help you assess the next steps. Assuming you did not leave CrossFit Moncton 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.

## **I'm injured. Should I stay home and rest?**

NO! That's the worst thing you could do. Movement triggers blood flow which in turn promotes healing. That doesn't mean we're going to crush you with weight the next time you're in. But we will be putting your body through some light movements.

## **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 wipes 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. Just joking. It's a 1000-burpee penalty (this is not a joke). Finally, please take your clothing, water bottles, chalk, tape, special wizard 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. They are more than welcome to sit in our lounge area adjacent to the warm-up room. Please keep them off the main floor and the warm-up area. Also, if you have brought kids with you, please clean up after them.

**I have more questions! Who should I ask?**

Talk to any of our expert trainers. They have been trained by some of the best CrossFit Staff on the planet. If they don't have an answer, they will be sure to find it for you.