

You responded! We listened!

Survey Question: **What can we do to improve on most when it comes to how we serve you and your family?**

Suggestion: Better explanation of how tuition works and fewer class cancellations per month.

Response/Action: Tuition is paid monthly but based on a final number of classes taken throughout the entire 8 month session. We are going to have more classes despite holidays and school closures this upcoming 2011-2012 session. In other words, there will be fewer cancellations this session. Please review the studio closure schedule for Holidays / School breaks:

- **LABOR DAY, Monday, September 5, 2011**
- **THANKSGIVING, November 24-25, 2011**
- **WINTER BREAK, December 24, 2011 – January 1, 2012 (Classes resume January 2, 2012)**
- **SPRING BREAK, April 23-27, 2012**

Suggestion: Lower monthly costs

Response/Action: Elevation has significantly reduced the monthly cost when a student takes more than 1 class per week. This year, we have dropped the price to \$50 per month for each additional class added in order to encourage students to train in more classes / styles every week. Please [click here](#) for all pricing options. (please link to Pricing page)

Suggestion: A Monthly Newsletter and better communication

Response/Action: Elevation has had a monthly newsletter in place since last March. However, now there are 3 ways for you to retrieve it. Our next newsletter will be available in August and it will be visible online. On the website's home page, you will see an option that reads as follows: Click here to read this month's newsletter. In addition, students will be able to retrieve a physical copy in the studio. We will also email the monthly newsletter to ensure better communication.

Survey Question: If you had one wish (anything at all) what would you wish that Elevation could provide to you when it comes to making your experience at Elevation amazing?

Suggestion: Please offer a price break on punch cards or receive 1 class free with the purchase of a punch card.

Response/Action: Barre Fit is actually \$3 less / class when you purchase a punch card. Now when you purchase a 10 class punch card for \$100, you will receive the 11th class free.

Suggestion: I wish there was a trial opportunity for classes.

Response/Action: Last year we had an open house at the studio and this year we will do the same. The open house is Monday August 22nd and the schedule will be announced, emailed and available online in July. This is a great opportunity to try both the class and the instructor before signing up. The open house will consist of 30 minutes of each class in order to get an idea of what the class entails. We will do our best to create a day that gives a good representation of each class.

Suggestion: Clothing and shoes required for each class should be available to order.

Response/Action: They actually are available to order and are here within 1 business day! Please see the front desk or email us to receive an order form with the clothing and shoe options available.

Suggestion: More Zumba, Zumba for Moms and Kids.

Response/Action: We just added 1 more Zumba class Thursdays at 5pm for the month of July. Throughout the summer months, many parents bring their kids to Zumba. We welcome kids as students of the class provided they can keep up with the class level. The great thing about Zumba is that you do not have to be of a certain age to take the class.