

Training Terms and Conditions

Scheduling

- i. New prospects and client guest(s) must complete a Health Questionnaire before scheduling a consultation. Initial consultations are mandatory before any fitness instruction can be given for new or former clients; one-time guests of current clients are exempt.
- ii. It is important to respect the time of both parties by arriving on time to scheduled appointments, and communicating ahead of time with your trainer if you need to change the schedule. If a client is late to the session more than 15 minutes from the appointed time or does not show at all, the session may be cancelled by your trainer.
- iii. All reschedules and cancellations must be made within 24 hours of the following session to avoid being charged the full rate of the session or deducted a credit from your monthly training package. When you cancel a session at the last minute for non-emergencies it not only inconveniences your trainer, it also prevents another client from filling your appointment slot in a reasonable amount of time.
- iv. All rescheduled appointments have to be performed within the same month to avoid losing session credits for the month.
- v. Two-hour training sessions are available based on time availability and location.
- vi. If you need to travel for work or personal reasons please notify your trainer 30 days prior to your departure to allow adequate time to fill the session vacancy. If you would like to request virtual training sessions during your leave of absence from in-person training please notify your trainer accordingly.

Term Lengths

- i. As a commitment to your program, we ask that you commit to your training program for at least 6 or 12 months based on your goals. Commitments of less than 6 months can only be granted at the trainer's discretion.
- ii. If you need to void your contract before the termination date for emergency reasons only, please notify your trainer as soon as possible to avoid an Early Termination Fee of \$100 charged to your account.
- iii. You will receive notification within 30 days prior to the end of your contract, at which point you will have the option to continue using our services for another term length, suspend our services or discontinue its usage.

Payment Options

- i. All payments processed through PayPal. Cash options are available to in-person clients at the trainer's discretion.
- ii. Full payment is required before any service can be performed by your trainer.
- iii. Services are available for purchase through our website, Trainerize or directly from your trainer. You will only be charged the pro-rated amount for the monthly subscription if you purchase a package after the 1st of each month.
- iv. All payments are due on the 1st of each month unless you have consulted directly with your trainer about a payment arrangement.
- v. Clients will have a three-day grace period from payment due dates, after which a late fee of \$10 will be applied to your account. Consequently, non-payment of your monthly dues past the three-day grace period will result in a suspension of our training services until your account is back in good standing.
- vi. Refunds are only permitted for special circumstances such as a job loss or a personal emergency that will cause training to stop.
- vii. In addition, if a client has maintained 80% or above on their weekly attendance and are not happy with their results, you will be refunded for services not performed. A refund cannot be requested after 30 days from the initial purchase. If you need to cancel your services, it is your responsibility to notify your trainer AS SOON AS POSSIBLE to receive a refund on services not performed and avoid an early termination fee.

Package Types

- i. All monthly package sessions have to be used within 30 days from time of purchase. All clients on a monthly training package must attend at least 80% of their sessions each month. If you are planning to take time off during your training program, it is your responsibility to re-schedule each appointment within the same month.
- ii. If a client is facing financial difficulty and cannot maintain their current training frequency, additional options will be provided to ensure they can continue in the program without interruption.
- iii. If a client wants to increase the training frequency, they may upgrade their monthly package or buy more sessions from their trainer directly.
- iv. Blended training packages (in-person and online sessions) are provided to clients based on their availability and will provide clients a cost-effective alternative to traditional in-person sessions.

Modes of Training

- i. Clients can to perform their training sessions in-person or virtually, based on their location and availability.
- ii. In-person training cannot be performed at a fitness facility without prior written consent from management as it is the policy for most of gym establishments

- to prohibit such coaching services from being performed by fitness professionals who are not employed at their respective companies.
- iii. Virtual training clients must make sure they meet the technical requirements for their sessions. These requirements include an Android or iOS device for access to our mobile app. Access to high-speed internet for Virtual Training Sessions and Consultations via video teleconference through FaceTime, Skype or Zoom. A minimum bandwidth of 600kbsp is required and 1.5Mbsp is recommended.

Communication

- i. All messages will be responded to within 24 hours of retrieval excluding major holidays.
- ii. Please touch bases with your trainer at least once a week while utilizing our services when training remotely. ***Please do not ghost your trainer!***
- iii. Feel free to reach out to me during business hours about any questions or concerns you may have about your program.

Assessments

- i. Body measurements will be taken in intervals of 1-4 weeks based on your goals, to include the following segments: (1) Calf, (2) Thigh, (3) Waist, (4) Hips, (5) Bust, (6) Arm, (7) Neck, (8) Bodyweight, (9) Body Fat (optional), (10) Skin Caliper Test.
- ii. Meal tracking and food logging is required to manage nutrition in the introductory stages of training program.

Client Standards

- i. It is important to arrive to each appointment with proper fitness attire consisting of: (1) Supportive athletic footwear; (2) Non-revealing gym attire; (3) Canteen of Water mixed with an Electrolyte Solution; (4) Wrist, ankle or knee brace (optional); (5) Fitness Monitor (optional).
- ii. Mobile devices must be left on silent during the session.
- iii. Arrive to each session with a positive attitude and use the 'golden rule' when communicating with your trainer.
- iv. To ensure your success in the program, it is mandatory that you complete your assigned homework.