



# PERSONAL TRAINING POLICIES

## PURPOSE:

The purpose of these policies is to manage expectations and communications between you, the Client, and the Personal Trainer.

## OBJECTIVES:

The Personal Trainer is committed to:

- developing an individualized fitness program designed to meet the agreed upon goals of the Client;
- demonstrating the principles and form of the program; and
- coaching and motivating the Client toward achieving these goals safely.

## PERSONAL TRAINING SERVICES:

- Personal Training Single Session: one, 1 hour session
- Personal Training Series: multiple, 1 hour sessions on a regular recurring basis. Minimum 6 sessions.
- Personal Training Benchmark Testing & Goal Assessment: 1 hour
- Personal Training Program Design: 1 hour
- Certified Fitness Appraisal: 1.5 hrs
- Nutrition Analysis: 2 hrs
- Nutrition & lifestyle consultations: 1 hr.

## RESCHEDULING/CANCELLATIONS:

I value my Clients and want the best for you and I understand that sometimes life gets in the way of your best intentions. While your program will not be as successful as it could be if your attendance is inconsistent, if you need to reschedule an appointment I will do my best to accommodate your request. *If your request is made less than 24 hours prior to the appointment, you will be charged for the appointment at the applicable hourly rate.* A request to reschedule/cancel an appointment must be made by email to [Bodycoach@sympatico.ca](mailto:Bodycoach@sympatico.ca) or by phone to 613-523-5665. I will confirm receipt of such email messages or phone calls. Excessive rescheduling/cancellations, regardless of the notice time, will be discussed with you and the fee structure will be adjusted accordingly, as your program will not be successful if your attendance is irregular. Failure to attend a scheduled appointment without notifying the Trainer will result in the session being forfeited and you will be charged at the applicable hourly rate.

## LATE ARRIVALS:

Punctuality is important to the Client and the Trainer. If you arrive late, the session will end at the pre-scheduled time. If the Trainer arrives late, the session will be extended by the time of late arrival.

## SESSION LENGTH:

Each 60 minute Personal Training session includes 55 minutes of one-on-one time with the Trainer and 5 minutes of Trainer time to adjust and refine your program to ensure it continues to challenge and motivate you as you progress toward your goals.

## CLIENT VACATION/ABSENCES:

The Client will provide the Trainer with two weeks notice of any absences and reschedule all regular recurring Personal Training appointments that will be missed.

## CLIENT ILLNESS:

If the Client is sick or injured, the appointment should be rescheduled according to the rescheduling policy described above.

## TRAINER RESCHEDULING:

If it is necessary for the Trainer to reschedule an appointment, this will be done with a minimum of 24 hours notice and the session will be rescheduled at the earliest convenience to the Client. If less than 24 hours notice is given by the Trainer, the appointment will be rescheduled at your convenience and you will be credited with a complimentary Personal Training session at the expense of the Trainer.

**TRAINER VACATIONS/ABSENCES:**

The Trainer will provide the Client with two weeks notice of any absences and reschedule all regular recurring Personal Training appointments that will be missed. The Trainer will design an extended home training program to cover the length of the absence at the request of the Client.

**APPROPRIATE ATTIRE:**

The Client should dress in comfortable and safe attire for each session. Clean T-shirts, shorts, tights and track suits are appropriate. Athletic shoes should be supportive and functional.

**DOCUMENTATION REQUIREMENTS:**

The Client will be required to complete the following documents before a Personal Training session:

- *Health & Lifestyle Questionnaire*: complete and return by email 5 days prior to your appointment
- *Goal Assessment*: complete & return by email 5 days prior to your appointment
- *Physical Activity Readiness Questionnaire (PAR-Q)\**: sign and bring to your appointment
- *Release, Waiver and Assumption of Risk*: bring to your appointment signed by you and a witness
- *Personal Training Policies*: sign and bring to your appointment
- *Personal Training Agreement*: complete your contact information and bring to your appointment

\* If you answer YES to one or more of the questions on the PAR-Q, **before** you begin Personal Training you must provide the Trainer with a note from your doctor approving your plans. The PAR-Q is valid for a maximum of 12 months from the date it is signed and becomes invalid if your conditions change so that you would answer YES to any of the seven questions.

**COMMITMENT to the PROGRAM:**

The Trainer reserves the right to end the Personal Training relationship with two weeks notice if the Client demonstrates a lack of commitment to the Personal Training Program, for example through: repeated session rescheduling, cancellations or late arrivals; consistent failure to follow the instructions and advice of the Trainer; or abusive behaviour by the Client. The pre-paid retainer will be returned to the client, minus a 20% processing fee.

**PAYMENT for SERVICES:**

- Payment may be made by cash or by cheque to Body Coach.
- Payment is due at the beginning of each Personal Training session.
- A retainer of 1 session is paid in advance when you sign up for a Personal Training Series.
- A Personal Training Series may be ended by the Client with two weeks notice to the Trainer and the retainer applied to the last session or refunded.
- All cheques returned by the bank unpaid will be charged a \$25.00 processing fee.

**POLICY CHANGES and RATE INCREASES:**

The Trainer reserves the right to review and adjust the Personal Training Policies and fee schedule at least annually and will notify the Client accordingly.

**CLIENT SIGNATURE:**

Name (print): \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_