

COACHING POLICY DOCUMENT



Personal training sessions and workout programs are made to be safe, efficient, and suitable for your requirements and objectives. Depending on the package chosen, each session will last 30 or 45 minutes.

Lateness & No Show Policy:

It is required that personal training sessions start on schedule. A session will be forfeited if you arrive 10 or more minutes late for a 30-minute session or 15 minutes late for a 45-minute session. If the client is late, the trainer has the right to leave the training facility. Unless prior arrangements have been made with the trainer, clients who arrive after their scheduled session has begun will only receive the time that is left. If the trainer is running late, the client shall be owed back the missed time at a time suitable to both the trainer and the client.

Cancellation Policy:

Please contact the trainer by phone, email, and/or other mutually agreed-upon means of communication before the 1st of the next month if you are unable to show up for a scheduled training session as indicated on your invoice; failing to do so will result in full payment for the session. At the trainer's discretion, modifications may be made and appointments may be rescheduled. A session is due to the client if the trainer cancels it.

Expiration Policy:

Packages and personal training sessions must be used within that month. After this time, personal training sessions and packages become invalid. There is no transferability for any personal training sessions or packages.

Refund Policy:

Packages and personal training sessions are not refundable.

In cases of injuries or changes in medical condition leading to physical limits, exceptions may be provided at the trainer's discretion (a doctor's note is required).

Complaints Policy:

If for any reason you are unhappy with the trainer, you may transfer to another trainer at any given time. In all circumstances, any sessions used with the previous trainer remain used. The trainer cannot prescribe treatment or diagnose medical conditions. They may at any time ask to consult with your doctor should any mental health or medical condition arise.

