



## Personal Training Policies and Procedures

To conduct my business effectively and efficiently the following terms and conditions apply:

1. Package sessions are non-refundable and non-transferrable.
2. Package sessions must be used within five months of the purchase date.
3. Package sessions must be paid in full (with cash/check or CC) upon sign up of the initial package. All consecutive packages must be purchased by the final session of the current training package in order to ensure the timeslot remains available.
4. Training sessions will begin at the time specified by the client and trainer and will end 50 minutes from that specified time. Adjustments to the duration are made on a session by session basis between client and trainer.
5. If a training session is not canceled with **twenty-four** hour advance notice, this is considered a late cancel and the client will be charged.
6. If a client is more than ten minutes late for a training session and has not notified the trainer, the client will be considered a no show and charged for the session without participating. If this happens consistently loss of a time slot and / or training may occur.
7. Rescheduling a session time slot will be accommodated on a first come first serve basis. Rescheduling within a twenty-four hour period *is still considered a late cancel*.