

Policies & Procedures

AskTheTrainer.com



Thank you for taking part in personal training. Below are my policies and procedures. These allow me to be most efficient and provide the best service possible.

Expiration Policy:

All purchased training appointments/sessions expire **6 months** after the date of the first training session. Any sessions that remain after the expiration date will be forfeited. If you are physically unable to continue training, you must bring a doctor's note. Any prolonged travel plans you must make special arrangements in advance.

_____ Initials

Tardiness Policy:

You are expected to begin working out at the start time of the scheduled appointment. A late start time does not entitle you to a session longer than the scheduled appointment. For example if you are 20 minutes late for a 60 minute training session, your session will be reduced to 40 minutes and you will not receive credit for the remaining 20 minutes.

_____ Initials

Cancellation and Rescheduling Policy and Procedure:

Last minute cancellations or attempts to reschedule are inconvenient for me and for my other clients. While I will make every effort to be flexible and accommodate your schedule, I will do so only under the following conditions:

If you need to cancel an appointment / training session you must do so by calling _____ within **24 hours** of the appointment time. If I am not available, leave a message. I will check my availability and get back to you with confirmation of the rescheduled date and time as soon as possible. If for any reason you do not call within **24 hours** of your appointment you will forfeit your training session. The only exception to this policy is a medical emergency accompanied by a doctor's note.

If special circumstances call for it and my schedule permits, we may agree upon a shorter notice period, in which case you will not forfeit your training appointment/session. The determination of whether circumstances warrant, or my schedule permits, are decisions which will be left to my sole discretion.

_____ Initials

I have read and understand all the policies listed above.

Signature: _____ Date: _____

Name: _____