



Personal Training Policies and Procedures

Promptness: All sessions are one hour in length unless otherwise agreed upon by the Personal Trainer and Client, as well as the payment guidelines of the Student Recreation Center. Plan to be warmed up at session start time. All sessions will end on time to ensure smooth flow of the Personal Training schedule. If you are late, you will simply lose the amount of time off of your session. Please note, the Personal Trainer is only required to wait 15 minutes for you to arrive past the scheduled session start time. The session will not be pro rated. If you are over 15 minutes late or do not show up for a session, you will lose one session. If you need to cancel a session, 24 hour notice is required. Not showing up or giving insufficient notice will result in the loss of one session. If your Personal Trainer is 10 or minutes late, your session is free. If your Personal Trainer does not show up at all, a free session will be added to your package. ***This does not include time that the Personal Trainer is finishing up with a previous client.***

Communication: The Personal Trainer and client need to have open communication. If you are unhappy with your program, would like specific modifications or have any questions or concerns, discuss these with your Personal Trainer first. If the issue is not resolved, you may request information to contact the Fitness Programs Coordinator who will then act to mediate any issues that are still pending.

Dress: Workout attire is required along with non-marking athletic shoes. Jeans and other street clothes are not permitted. If you are dressed inappropriately, you will be asked to reschedule. A session will not be counted against your pre-paid package.

Conduct: Our staff endeavors to treat all clientele with respect and requires the same of members when working with our Personal Training staff. All facility policies must be followed when in session with one of our Personal Trainers. Inappropriate conduct will not be tolerated and may result in termination of Personal Training service and facility privileges.

Health Status: You will inform your Personal Trainer immediately if any health changes occur that vary from your original Par-Q. Your Personal Trainer will evaluate if a Physician's Clearance Form becomes necessary.

Payment: All sessions are to be pre-paid. It is the responsibility of the client to schedule sessions. To avoid any confusion, at the end of each session, both the client and the Personal Trainer will sign off on the session. The Personal Trainer will inform the client when you are coming toward the end of your pre-paid sessions. Payments are to be made through Member Services and must be received prior to the next Personal Training session. All Personal Training packages are non-refundable and non-

transferable (client to client). A client may choose to switch to another Personal Trainer with no penalty.

NO OUTSIDE PERSONAL TRAINING IS ALLOWED IN THE STUDENT RECREATION CENTER. Facility policy as well as insurance issues strictly prohibit non-employee Personal Trainers from using the Student Recreation Center to conduct training services.

The Personal Trainer agrees to create a safe and effective workout plan according to ACSM Guidelines along with the client's goals and abilities. The client agrees to follow all recommendations of the Personal Trainer to the best of their ability.