**Personal Training- Program Policies**

We believe that the following principles clarify basic policies and help to develop a relationship that is based on a reciprocation of responsibility.

**Training Session Length**

Each training session is based on an hour. Each personal training session must end one hour after the scheduled start time.

**Trainer-Client Ratio**

Individual (one-on-one) training, buddy training (two-to-one), and small group training are options. Most of our clients choose the attention and focus that one-on-one training provides, however, we are committed to helping you reach your fitness goals.

**Promptness**

To ensure that your time is maximized please be ready to exercise at the appointed time. Workout times cannot be extended. Any time lost to due to client tardiness is considered part of the appointment and is non-refundable. Please contact your trainer if you will be more than five minutes late. Trainers will wait 15 minutes for late arrivals at which time it is their discretion whether to keep the appointment. If the client fails to show up at the scheduled time, that session is forfeited.

If a trainer is late for your session the training session will be extended if possible, and regardless, you will be credited with a complimentary workout. We want your commitment and you have ours!

**Cancellation of Your Scheduled Workout and Missed Sessions**

You will not be charged for sessions that you cancel with more than 24 hours notice. The session may not be made up for clients who cancel with less than 24 hours notice. Persistent cancellations, tardiness, or absences regardless of notice will be discussed between trainer and client or Assistant Director of Fitness. We reserve the right to discontinue training if there are persistent cancellations, tardiness, or absences.

If a trainer misses a session with you, regardless of his or her reason, a sincere apology will be forthcoming immediately. We believe that missing sessions is not acceptable. Your time commitment is something we value. If you were not provided with at least 24 hours notice by the trainer, your session will be immediately
rescheduled at your convenience. Additionally, you will be provided with a complimentary session. We have a commitment to serving you!

**Rescheduling Appointments**

Our trainers have obligations that include attending classes and working. If the request to reschedule a session comes with less than 24 hours notice, you may be subject to forfeiting a purchased session.

If a trainer must reschedule or cancel a session with you, and does so with less than 24 hours notice, the scheduled session will immediately be rescheduled and you will be credited with a complimentary session. Responsibility goes both ways!

**Payment For Services**

Clients must purchase personal training sessions prior to the scheduled session. Failure to do so will result in the suspension of training sessions. Payments can be made through cash, check, or credit/debit card.

**Expiration Date Policy**

All training sessions or services must be purchased in advance. All session must be used in their entirety within four months from the date of purchase. Any remaining after the four month period will be expired and nonrefundable.

**Refund Policy**

All training sessions or services must be purchases in advance. Patrons requesting and obtaining a refund of any remaining session(s) will be charged a $20 service fee. Refund requests require a 48 hour written notice. Refunds can be picked up in the Campus Recreation Main Office or mailed; please allow for 7-10 business days for refund to be issued and mailed.