

## Personal Training Terms and Conditions

### Personal Training Sessions/Fitness Consultation Cancellation Policy

In the event a Client fails to attend a scheduled training session without providing 24 hours' advance notice, the Client will be charged for their session. In a partner or group session all Clients would be charged failing to provide 24 hours' notice of cancellation. Sessions may be cancelled and rebooked for an alternate time and date, providing Victoria Park Community Centre is given 24 hours' advance notice. If the trainer cancels a session and/or fitness consultation with less than 24 hours' notice, the Client will be entitled to a session or consultation in addition to an extra session at no additional charge at the discretion of the Fitness Manager. In the event of a group training session where one Client from the group cancels, the remaining Client(s) have the opportunity to proceed with the session. Remaining clients would then be required to pay the difference at the time of the scheduled session.

### Personal Training Session/Fitness Consultation Lateness Policy

The above cancellation policy applies to session and/or consultation where the Client arrives 15 minutes late. The Client will lose their session and/or consultation as if he or she did attend, unless a phone call or email is received at least 30 minutes prior to the scheduled session time. If a trainer is late for a scheduled session and/or fitness consultation by 15 minutes or more, the cancellation policy applies. In the event of group sessions, the above noted applies.

### Personal Training Refund Policy

Cancellation of a personal training package requires a minimum of 30 days' notice and must be submitted in writing.

### Personal Training Session Availability/Scheduling

Each Client will be assigned to a Personal Trainer for duration of their purchased sessions. A Client can request a specific Trainer on the Personal Training Appointment Card. Clients are assigned to Trainers based on availability, Client need, etc. while respecting the preferences of both Trainers and Clients. Clients may transfer from one Personal Trainer to another with no penalty, however a written request is required in advance and subject to availability.

### Personal Training Session/Consultation

All required documentation must be submitted prior to the Client's first session. The initial consultation will be used to build a personalized program for the Client and to allow the Trainer to provide a more individualized fitness prescription. **The Trainer maintains the right to suspend or cancel a scheduled training session should the Trainer feel it is unsafe for the client to proceed.** Additional sessions will not include a consultation unless requested by the Client.

### Trainer/Client Communication and Relationship

All verbal and written communication must be handled in a professional manner by both the Personal Trainer and the Client. Communication via Facebook, Instagram, Twitter, or any other social media platforms are considered against corporate policies and are therefore not permitted. Texting is strongly discouraged. Both the Personal Trainer and Client will display appropriate behavior at all times, and refrain from discussions, behaviors and actions which could be deemed as unprofessional, inappropriate, unwanted or uncomfortable. Clients are encouraged and expected to provide Personal Trainers with feedback before, during and after sessions. If a problem arises, or the Client has questions or concerns regarding their program, session, or a changing health need, the Client will directly communicate these updates immediately to the Personal Trainer first escalating to the Recreation Manager when required.



### **Non-Staff Personal Training Policy**

The Town of Ingersoll's Community Services Department prohibits any group or individual outside of Victoria Park Community Centre's Certified Personal Trainers and Fitness Instructors from delivering personal training to any Participants, Members or Clients in the Victoria Park Community Centre's Facility.

### **Personal Training / Client Evaluations**

Client evaluation forms will be made available for the Client to evaluate their training session(s) with the Trainer. These forms will provide feedback on the training experience and will be kept confidential.

### **Public Relations**

Members/Clients are encouraged to make suggestions and register any complaints or concerns that may arise. Please contact Nancy Nadalin Town of Ingersoll and Community Services Department Program Manager at [nnadalin@ingersoll.ca](mailto:nnadalin@ingersoll.ca)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

