



## Personal Training Policies

### 1. Training Fees and Payments

Personal Training fees are payable by credit card, cash, or check made payable to “**Total Human Performance LLC**”. If paying per session, payment must be received before start of session. If pre-paying for sessions, payment must be received before your first session.

### 2. Registration Forms

Prior to participating in your training program you are required to fill out the Registration form, Informed Consent, Waiver and Release of Liability, and PAR-Q. You may also be asked to have a Medical Release form signed by your physician. Please arrive about 10 minutes before your first class in order to fill out paperwork.

### 3. Non-Sufficient Funds (NSF)

NSF on paper checks will be charged a \$25.00 NSF fee which must be paid to the instructor along with the training fee in cash prior to participating.

### 4. Refunds

Refer to “Buyers Rights” and “Right to Cancel” sections on registration form. **There are no refunds for sessions that you miss unless per the Buyers Rights and Right to Cancel sections on the Registration form.**

### 5. Cancellations and Rescheduling

If you must cancel your training appointment, please do so within 24 hours or you will be charged for the cancelled session. Occasionally, however, we understand that emergencies do arise (medical emergency, illness, injury, unsafe travel during inclement weather). We will do our best to reschedule these sessions but it cannot always be guaranteed. Cancellations with more than 24 hours notice will not be charged.

If your trainer cancels without giving you at least 24 hours notice, providing a qualified substitute, or rescheduling your session, you will receive a free personal training session.

Clients will be notified by phone, email, and/or text message of cancellations.

### 6. Attendance

Please be on time for your session – if you are late, the session must still finish on time.

### 7. What to Bring

Bring water, a towel if desired, workout shoes, and a good attitude and enthusiasm!

### 8. I have read and understand these policies

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