



Personal Training Client Policy Agreement

This agreement ensures that the relationship between the client and personal trainer(s) is clearly appreciated and understood. This agreement must be signed prior to beginning all training sessions.

Client Responsibilities

1. The personal training fees must be paid in full (at least) 3 days prior to the scheduled session.
2. All sales are final. There are no refunds on any purchases, thank you.
3. The client's personal training packet must be completed at the time of purchase. Failure to do so may result in delayed initial consultation. All forms will be confidential to the client and assigned personal trainer(s).
4. This personal training packet entitles the client to one hour long (60 minute) training session. Which will include exercise counseling and assessment.
5. If the client is late. The session will only last until the end of the hour that the session was scheduled. A courtesy phone call to the trainer is appreciated.
6. **Eat something before your session, so that your body will have energy. Do NOT eat a major meal within 3 hours prior to your session (small snacks are acceptable).**
7. Arrive (at least) 15 minutes prior to the scheduled session to complete an active warm-up and stretch. Please be prompt to ensure a complete workout.
8. Please allow (at least) 15 minutes after the end of the scheduled session for an active cool-down and stretch.
9. For any changes please call (888) 459-6811 within the hours of 3pm & 6pm Monday through Friday.
10. **Any cancellations must occur within 24 hours prior to the scheduled time to the assigned trainer.** Failure to do so will result in the client forfeiting the session and no payment reimbursement will be granted.
11. All clients must abide by Personal Training Brothers policies and guidelines. Be advised that policies may change in which your personal trainer will advise you of those changes.

12. It is recommended that you bring a towel and water to each session.

13. If you have any questions please contact Personal Training Brothers at (888) 459-6811

Personal Trainer Responsibilities

1. Our personal trainers provide local residents and students with the motivation, education, guidance, and individual instruction necessary to achieve their personal fitness goals.

2. The personal trainer will design a safe, effective exercise program on an individual basis that reflects the client's objectives, fitness level, and experience.

3. If the trainer is late, the client may decide to (a) reschedule the session (b) continue with the scheduled session and the time owed is allotted to that client at no additional charge at a later date or time.

4. Once a personal training session is purchased and all forms are completed, the assigned personal trainer will contact you within 3 business days.

5. The personal trainer will allow for an open line of communication throughout the course of the client/trainer relationship.

6. If you feel a personal trainer or other fitness staff does not provide a sufficient level of customer service, please contact Personal Training Brothers at (888) 459-6811

Client Signature: _____

Date: _____

Signature of Witness: _____

Date: _____