



FITNESS CENTER / TRAINING SESSION Client Policies & Procedures

Sessions last about ____ minutes (approximately).

The Client is purchasing ____ total sessions expected (but not required) to be used at a rate of ____ sessions per week.

Administration / Cancellation / Billing

- Personal Best requires a 24-hour notice to cancel any scheduled appointment / session.
- It is the responsibility of the client to provide proper notification. If proper notification is not given, Personal Best reserves the right to charge for the session in which proper notification was not provided.
- The Client will not receive credit for any workout unless it was canceled with at least 24 hours' advance notification.
- Cancellations must be given by calling the Trainer first at (____) ____ - _____, and The Personal Best Fitness Center second at 303.238.9999 to be deemed effective.
Faxes, emails, and text messages are not sufficient.
- If automatic billing is set up and the credit / debit / checking account information changes (i.e. due to a lost or stolen credit card, canceled account, etc.) the CLIENT is responsible for making the Fitness Center aware of the new billing information before the next training session.
- Payment is due in advance of the first session. If you are training on a monthly basis, automatic billing via credit / debit card is required.
- If the Client wants to train on a monthly basis but the start date is on a date other than the first of the month, the Client will be billed a prorated amount for the month that the Client begins the training program. After the pro-rated first month, then the Client will receive an invoice in the first week of the next calendar month.



Administration (continued)

- Sometimes holidays necessitate schedule modifications. For example, the gym may close early on Christmas Eve or New Year's Eve. If you are unavailable to modify your schedule to fit in a workout under these circumstances, no credit will be due.

The Trainer must ensure that you, the Client, **have completed, signed, and dated the following prior to the training session beginning:**

- a. Fitness Center Waiver, Release, and Assumption of Risk Form
- b. Waiver and Assumption of Risk (Home Workouts), if applicable
- c. PAR-Q
- d. Medical History Questionnaire
- e. Exercise History Questionnaire
- e. Personal Contract / Goal Inventory
- f. Sign-on and Billing Form

Medical Clearance / Physician's Consent

- If you have any of the following physical conditions, you will be required to have a Medical Clearance and Physician's Consent Form:
- Hypertension (>140/90 mm Hg)
- Hyperlipidemia (cholesterol >220 mg/dl or a total cholesterol-to-HDL ratio of >5.0)
- Diabetes, Arthritis, Multiple Sclerosis or any other chronic, limiting medically diagnosed disease or health condition
- Family history of heart disease
- Smoking, excessive alcohol use, food allergies, or any other adverse dietary or detrimental Client-chosen consumption
- Abnormal resting EKG
- Any other condition that may deem to present an unreasonable risk to the Client's health.
- Client's should show proof of medical insurance
- Clients must provide an emergency contact (see "Waiver & Release")

Diet & Nutrition Analysis

- To achieve the maximum benefit of this program Clients are encouraged to keep a food diary for two (2) weeks at the beginning of the program.
- After two (2) weeks, the diary will be analyzed for nutritional content, and the Trainer may make suggestions to help you improve your diet.
- Trainers are not dieticians and these are only suggestions.



Fitness Center Etiquette

- Clients are required to observe any and all rules of the Personal Best Fitness Center.
- Appropriate clothing and shoes are required at all times during sessions. Bare feet are not allowed in the fitness center.
- Clients should also bring a workout towel to wipe the equipment off after each use.
- Equipment is shared with other fitness center members and is not “reserved” by anyone.
- Each fitness center room is for the shared use of all fitness center members and is not for the exclusive use of anyone
- Clients and their trainers should return equipment to its proper place prior to moving to another room.
- Clients must log in at the front desk before each workout regardless of being a Personal Best member (or not).
- Clients should not bring children to a personal training session. Personal Best does not have day care facilities and children are not permitted in the work out areas.

Other

- Clients are encouraged to drink plenty of water during the workout.
- Clients have the right to terminate a particular exercise or workout at any time. You are in control of your workouts!
- If an exercise is uncomfortable or painful, or if you want to stop for any reason, you may do so. If a particular exercise is painful for you to do or you have an injury or other limitation that makes it difficult for you to do, *notify your Trainer immediately!*
- If you have any special needs or require special assistance because of a disability please tell your trainer during the health & fitness assessment phase of your training.

You will get from your workouts what you put in. Your Trainer will show you how to perform exercises properly and will encourage you to go to your safe limit, but whether you reach your goal is ultimately up to you. You are the only one who can make sure you work out consistently (missing workouts is a guarantee to get nowhere!), eat properly, rest enough, and live a healthful lifestyle.



Client's Signature: _____

Date: ____ / ____ / ____