



## **Solão Fitness Personal Training Policies**

### **BASIC PROGRAM POLICIES**

We believe that the following policies clarify basic business policies and help to develop a relationship that is based on a reciprocation of responsibility. Our commitment to you runs deep!

#### **Training Session Length**

Each training session is 30 or 60 minutes. An initial, more-comprehensive 60 minute session must first be purchased and completed before 30 minute sessions can be scheduled.

#### **Trainer-Client Ratio**

Individual (one-on-one) training, small-group training, and phone consultations are options you may choose from. Most of our clients choose the specialized attention and focus that one-on-one training provides. However, our role is to meet you where your interest, needs, and desires fall.

#### **Promptness**

To get the most out of your time and efforts, please be ready to exercise at the appointed time. Because clients are usually scheduled before and after you, or your trainer may have scheduled a meeting or personal development time immediately after your session, workout times cannot be extended.

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 full session fee will be charged to clients who cancel with less than 24 hours notice. Excessive cancellations, regardless of notice time and resultant

payment, will be discussed between the client and trainer or program director. Your program will not be as successful – obviously, even if you pay for missed sessions – if your attendance is not consistent. We want the best for you and want to earn the money you invest toward your health.

If a trainer misses a session with you, regardless of his or her reason, a sincere apology will be forthcoming immediately. Although crises do occur, we believe that missing sessions is not acceptable. We respect and value your time commitment too much. The missed session – if you were not provided with at least a 24 hour notice – will immediately be rescheduled at your convenience. Additionally, you will be credited with a complimentary session at our expense. We don't take our commitment and service to you lightly!

### **RESCHEDULING APPOINTMENTS**

If you would like to reschedule an appointment with less than 24 hours notice, Solão Fitness and its trainers will do their best to accommodate your request. However, our trainers are booked well in advance and often consecutively. Our professionals also have obligations that include attending scheduled meetings and preserving self-development time. If Solão Fitness cannot accommodate your request and the request comes in with less than a 24-hour lead time, you (the client) will be charged for the scheduled appointment.

If a trainer must reschedule or cancel an appointment with you, and does so with less than 24 hours notice, the scheduled session will immediately be rescheduled at your convenience. Additionally, you will be credited with a complimentary session at our expense. Responsibility is a two-way street.

### **PAYMENT FOR SERVICES**

If you have not entered into an agreement where your training sessions are paid for in advance, all fees are due at time of service. Prompt payment of your training fee, or fees related to other services rendered, saves us administrative cost and time, which allows us to better meet your health and fitness goals.

Solão Fitness accepts Visa, Mastercard, AMEX, and Discover (in person or online). Cash payments are only accepted for services rendered on the same day. We do not accept personal checks.

### **TRAINING LOCATION**

Training sessions will take place in the Solão Fitness Studio or at a mutually agreed upon training location (i.e., outdoor training facility or park, provided we can gain admittance).

## **INITIAL MEETING**

Before any workouts occur, we require you to fill out a medical history questionnaire as well as activity and nutritional profiles. Additionally, you must also read and sign the Consent and Release form. If your written medical history responses indicate we need to do further follow-up, this could delay your first workout with us. Your safety is our highest concern. It should take about 20 minutes to fill out your paperwork. It's fun and introspective and may fuel your thinking toward the goals and expectations you have and what we can accomplish together. Our initial meeting is provided at no charge. We'll finish up any paperwork that is necessary and schedule your first workout when we have cleared up any questions related to your medical history, activity, or nutritional forms.

## **THE FIRST WORKOUT**

We're so confident in being able to make a huge difference in your workouts and health that we believe this first workout will be the beginning of a long-term relationship. This workout is the beginning of an ongoing process where we work as a team (client and trainer) to define your goals, interests, and desires.

Many first timers worry that they need to be in shape before coming to us. It's our job to progress you slowly and meet you where your health and fitness needs are today. Your first session will be a workout, not a wipeout.

Generally, we will not put you through a gauntlet of fitness tests during your initial visit. Fitness testing and assessment are optional motivational tools that we'll use with you when appropriate to your conditioning level and program.