



Program Payment, Policies and Procedures

APPOINTMENTS

All sessions with the Trainer must be scheduled in advance.

Business hours are 6:00 a.m. – 5:00 p.m., Monday – Friday, CLOSED WEEKENDS.

The address to Executive Lifestyles Personal Training Studio is 100 – 555 West 8th Avenue in Vancouver. If entering the building lobby during the weekday hours of 12:45 p.m. and 3:45 p.m., the entrance code to the gym is 4090*.

Each workout session is 30 or 60 minutes in length, depending on the agreed upon time in advance by both Trainer and Client(s). To get the most out of the session, Client(s) must be ready for their Trainer at the appointed time.

Clients are required to complete a 15-minute sweat-inducing warm-up, and be ready to begin the workout session with their Trainer at the advanced scheduled time, unless otherwise stated.

If a Client has not completed their 15-minute warm up before the 30 or 60-minute workout session begins, and has not arrived 15 minutes after the start of their scheduled session, the Trainer is free to leave the workout premises. The Client will be billed the regular rate for the half-hour/hour. If the Client is running late, simply notify the Trainer of the estimated time of arrival and he/she will be happy to work with you for the remainder of the session.

If the Client chooses to workout at Executive Lifestyle Personal Training Studio on his or her own, arriving after the 15-minute grace period of their scheduled 30 or 60-minute workout session, and their Trainer is unavailable, there will be a drop in fee of \$25.00 charged to the client. Executive Lifestyle Personal Training Studio strictly enforces this policy.

If a Client is scheduled for the Partner/Couples Training Program and is unable to attend, the attending Client(s) for the session(s) that their Training Partner(s) is/are absent, will be billed at the Standard Doubles Training rate per session, until the Training Partner Client(s) return.

There is no appointment time switching with other Clients, unless authorization by your assigned Trainer has been made in advance.

If a Client is unable to attend a scheduled session and would like to refer someone in their place, the Client must receive consent from their Trainer, and the completed and required Client Forms, Medical History and Medical Clearance from their Physician in advance is required.

The use of cellular telephones and other handheld devices is not permitted during training sessions.



Appointments are booked back to back, therefore Client training time can not begin before, or be extended past the scheduled 30 or 60 minute session.

Please wear loose, comfortable clothing to facilitate ease of movement, a good pair of running shoes, and weight lifting gloves, when required. Always bring a lock, towel and water bottle to every session.

All Clients are required to complete a Body Composition Assessment every 4 weeks to track progress, stay on-track, and remain accountable.

Clients should also keep a food journal detailing everything they eat, drink, supplement, and include the times and portion sizes.

PAYMENT

Advance payment is required for all services.

Any and all sessions/services must be completed within the calendar year they are paid for.

Cash, cheque and credit card are all accepted forms of payment. We use PayPal email billing for all credit card transactions.

Advanced billing is completed in 2 or 4-week increments for full-time (3 or more times weekly) clients based on the number of booked sessions. Part-time (2 or less times weekly) clients are billed in 4-week increments.

Due to a recent change in the billing structure at Executive Lifestyles Personal Training Studio, as of January 1, 2009 ALL LATE payments made for Personal Training sessions will be charged a 10% late fee. Thank you for your understanding.

Cash payments are preferred, however personal checks are accepted. If a check is returned (NSF), cash will be required for all future payments.

To confirm bookings, payment for sessions must be made in advance. This will reserve a scheduled time to support the Client, and for the Client to commit and remain accountable to themselves and their goals. Appointment times can not be held for those returning from holidays, travel, illness, or pregnancy, unless payment has been made in advance, and an agreed appointment time has been scheduled.

LATE CANCELLATIONS & NO SHOWS

Full rates apply to all cancellations made less than 24 hours in advance.

Cancellations made on weekends for the following business Monday are considered late cancellations, as we are CLOSED WEEKENDS.



Cancellations must be made by telephone or e-mail 24 hours in advance. Because of the training time lost to the Trainer, and fees incurred from Executive Lifestyle Personal Training Studio, cancellations made less than 24 hours in advance will be charged full rate. This is nonnegotiable.

If the Client(s) does not show up for their scheduled workout, and has not provided 24 hours notice of their cancellation, the client(s) will be billed the standard session rate.

Due to the high volume of Trainers and Clients at Executive Lifestyles Personal Training Studio, Pro FIT must reserve a time for their Clients well in advance. If the Client(s) cancel less than 24 hours in advance, or does not present for their scheduled workout, the Client will be charged full rate. This is nonnegotiable.

These policies are strictly enforced.

As a professional courtesy to the Trainer, please provide a 14-day notice prior to completing service(s).

SERVICES

1. The following services are charged separately and in advance:

1. Personal Fitness Training
2. Consultations (by telephone, in-person or e-mail)
3. Fitness Assessment/Body Composition
4. Individualized Exercise Programs
5. Customized Meal Planning
6. Fitness/Sports Nutrition Supplements

2. Fitness training works!

Lack of progress indicates lack of effort and wastes the time of both Trainer and Client. Due to the overwhelming demand for *Pro FIT* services, the Trainer reserves the right to terminate service(s) to any Client(s) that display lack of commitment or responsibility to their personal fitness and health goals.

Thank You!

I acknowledge that I have read, understand and agree to all program/payment polices put forth by *Pro FIT* Professional Fitness Coaching Systems and it's Trainers/Operators.

Client's name: _____

Date: _____