

Personal Training Policies

I. Responsibilities of the Client:

1. All sessions are to be paid in full before the actual session date.
2. All training sessions are scheduled at the convenience of the trainer and the client.
3. It is the client's responsibility to show up on time for all scheduled sessions.
4. In the event the client is unable to attend a scheduled session, it is the client's responsibility to contact the trainer within 24 hours of the scheduled session.
5. In the event your trainer needs to cancel, it is the trainer's responsibility to contact the client within 24 hours of the scheduled session.

II. Rescheduling, Interruption of Service, Cancellation:

1. A minimum of a 24 hour notice is required to reschedule a session to avoid the client losing a session without reimbursement.
2. You have 3 business days after signing this agreement in which to cancel. You may be charged 15% of the program cost after the initial 3 day period.
3. The first training session must be within a week of the initial consultation, unless otherwise discussed with the trainer.
4. You have 90 days to train with your Personal Trainer. During those 90 days, you may only reschedule 4 times. If you reschedule more than 4 times you will lose your remaining sessions. You must fill out a new registration form. If there is a waitlist for trainers, you will be placed at the end of the list.
5. If the client is 5 minutes late for a session, the trainer has the option to terminate that session. The fee for the session will remain unchanged.
6. If the trainer is late for any session, the time will be made up at that session, or at a subsequent session.

III. Sessions

1. Once a client has been assigned a trainer, a client may purchase as many sessions within the start and end date. Upon completion of this agreement/training package, the client will have to resubmit a personal registration form to continue personal training. If there aren't any available personal trainers, you will be placed on a waiting list.

III. Official Refund Policy and Practice:

RWC Statute of Limitations

All requests for a refund must be documented. It is expected that clients will utilize the sessions bought by the end date of the agreement. If you wish to be considered for a refund, please contact the Assistant Director of Fitness, Kyra Dickie at Kyra.Dickie@ucf.edu

If a client for any reason is not fully satisfied with the trainer he/she is assigned, the option is available to switch trainers to better suit the client's expectations. Clients will only be refunded for Personal Training sessions under the following conditions:

- a) A physician's orders signifying that the client can no longer participate in physical activity.
- b) Extenuating circumstances such as military leave or transfer to another University will also be considered but must be approved by Fitness Administration.