

## The FitMatch Code of Conduct

*Last updated on April 14, 2024*

FitMatch, LLC. ("FitMatch") is honored to connect customers and personal, fitness trainers to complete personal, fitness training sessions and we strive to provide each with the best experience possible. To that end, we require that all trainers and customers uphold our core values. **FitMatch reserves the right to remove all users who fail to follow this code of conduct from our site and platform.**

### **Be Respectful**

Respect each other and each other's property. If there is a conflict, respectfully work together to resolve it.

### **Be Fair**

As a trainer, ensure that you are providing good customer service and producing quality work at a fair price. As a customer, be considerate of trainers' time and money. Also, be fair in giving trainers the reviews they have earned and deserve.

### **Be Professional**

Present yourself in a professional manner. Communicate clearly and often and do your part to ensure each other's comfort in every situation.

### **Be Honest**

Honor your agreements and be honest about your expectations and limitations. As a trainer, be honest if a request is outside your skillset or certification(s). As a customer, be honest if you have no intention of completing a session. Always be upfront if a session is not going as agreed upon or planned.

### **Be Reliable**

Answer calls, texts, and emails in a timely manner. Show that you value each other's time by being present and punctual for all appointments. Never leave someone wondering how to reach you or where you are.