

# PERSONAL TRAINING CANCELLATION POLICY

Client Name \_\_\_\_\_

Client Member Number \_\_\_\_\_

Current Trainer Name \_\_\_\_\_

- All Personal Training packs/sessions must be paid in full prior to the commencement of training.
- All Personal Training packs and sessions are non-refundable.
- Personal Training sessions are booked/rescheduled/cancelled directly with your trainer.
- Please be mindful of the times you are contacting your trainer, alternatively contact the club directly.
- A 12-hour cancellation policy applies. Any cancellations within 12 hours of your session will incur the full fee of that session. Exceptions may be made upon the production of a medical certificate.
- All changes to direct debit payments (freezes, upgrades, cancellations, transfers) for Personal Training need to be made with customer service.
- All purchased Personal Training sessions expire 6 months after date of purchase.
- I understand that if I turn up late, the session will run to the scheduled finish time only.
- I understand that I am to warm-up for a minimum of 10 minutes before the session starts.
- I agree to wear suitable active wear, closed toe training shoes and bring a sweat towel and drink bottle to every session.
- I agree to keep my trainer up-to-date with any injuries or conditions that may prevent me from certain movements or exercises prior to every session.
- If you have any concerns with your training, please contact your trainer.
- I agree to bring a smile to every session.

In signing this document I agree that I have read and fully understand the requirements of me when engaging with Personal Training at Fernwood Fitness \_\_\_\_\_

Client signature \_\_\_\_\_

Date \_\_\_\_\_