

**GRAND VALLEY STATE UNIVERSITY  
FITNESS & WELLNESS CENTER AND CAMPUS RECREATION**

**PERSONAL TRAINING POLICIES & AGREEMENT**

Personal training appointments are determined either by phone or at the first appointment. Sessions are available through appointment only. All clients are required to fill out the following forms before beginning any programs:

1. Medical History
2. Informed Consent
3. Physician Clearance (where necessary)
4. Policies & Agreement

All sessions are pre-paid unless other arrangements are made by the trainer. The first personal training session typically includes an informal interview, a medical history review, and physical assessment. Therefore a workout is not always guaranteed until the 2nd appointment.

**Refunds**

Refunds for packages or gift certificates purchased are **NON-REFUNDABLE** and **NON-TRANFERRABLE**.

**Cancellation policy**

The client must contact the trainer specifically if they need to cancel an appointment. If 24 hours notice of cancellation is given by calling or emailing the trainer ahead of time, then rescheduling privileges are available. If 24 hours notice has not been provided then the client will forfeit that appointment. In other words, they will still be charged regardless of the fact that a session was not completed. In the instance that a gift certificate is being used as payment for sessions, and less than 24 hours of notice has been given, the gift certificate will be voided.

**Appointment content**

The content of the personal training appt. will be determined by the personal trainer as mutually agreed upon by the client. If the client should arrive late to an appointment, the remaining time of the original appointment will be used. The appointment length will not be adjusted to accommodate the tardiness of the client. The client will be charged for a full session regardless of the length of the session.

**Program Content and Equipment**

Our program is designed for optimal goal progress and availability to meet client needs. Ideally the components of the sessions will be identified through goal setting. Clients have the right to refuse or stop any service for any reason.

Equipment to be used during the session should be identified in the initial conversation or session. Personal trainers may have equipment or training tools at their disposal, which they may choose to incorporate into the session.

**Fee Increases**

Fees for services are subject to change.

**Client Confidentiality**

All information about personal training clients will be kept strictly confidential. Personal trainers will not discuss or release information including names of their clients without prior written consent of the client.

**Facility usage**

Personal Training clients must be Fieldhouse members to conduct training sessions.

I agree to adhere to the above outlined

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print name

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Signature

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date

Trainer: \_\_\_\_\_