

Personal Training Terms and Conditions

Personal Training Sessions/Fitness Consultation Cancellation Policy

Patrons must provide a minimum of twenty-four (24) hours' notice to cancel or reschedule a scheduled training session. Failure to do so will result in the session being deducted from the patron's pre-purchased training package, with no refund or credit issued. This policy applies to all training formats, including individual, partner, and group sessions.

Training sessions may be rescheduled provided the assigned Personal Trainer receives a minimum of twenty-four (24) hours' notice

Personal Training Session/Fitness Consultation Lateness Policy

Patrons who arrive late for a scheduled personal training session or fitness consultation will receive only the remaining time in their session; the lost time will not be made up and will be deducted from the original appointment duration. Patrons are expected to notify their trainer as soon as possible if they anticipate being late.

If a patron arrives more than fifteen (15) minutes after the scheduled start time, the session will be considered a no-show, cancelled, and deducted from their pre-purchased training package.

Personal Training Refund Policy

Cancellation of a personal training package requires a minimum of thirty (30) days' written notice, from the date of purchase, submitted in person or via email. Refunds, if applicable, will be calculated based on sessions used and any administrative fees, subject to VPCC's discretion.

Personal Training Session Availability/Scheduling

Patrons will be paired with a Personal Trainer for the duration of their purchased sessions. They may request a specific Trainer, subject to availability and suitability. Assignments take into account Trainer availability, patron needs, and preferences, while also considering the preferences of both the Trainer and the patron. Patrons can switch to a different Trainer without penalty, but a written request must be made in advance and is subject to availability.

Personal Training Session/Consultation

The first appointment will include a review of the Patron's wellness history, goal setting, and a baseline fitness assessment. This consultation will be used to create a personalized program for the Patron and allow the Trainer to offer a more tailored fitness plan. The Trainer reserves the right to suspend or cancel a scheduled session if they deem it unsafe for the Patron to proceed. Subsequent sessions will not include a consultation unless requested by the Patron.

Trainer/Client Communication and Relationship

All communication between the Personal Trainer and Patron must remain professional. Social media communication (e.g., Facebook, Instagram, X, SnapChat, TikTok, etc.,) is prohibited, and texting is

strongly discouraged. Both the Trainer and Patron are expected to maintain respectful behavior and avoid unprofessional, inappropriate, or uncomfortable conduct. Patrons should provide feedback before, during, and after sessions. If issues or concerns arise regarding their program or health needs, Patrons should address them directly with the Personal Trainer, escalating to the Victoria Park Community Centre Manager if necessary.

External Trainer Policy

No individual will be allowed to provide support, training, or treatment in any professional capacity to anyone within our facility without first completing an application and receiving individual approval from the Victoria Park Community Centre Manager. This includes, but is not limited to, Physical Therapists, Occupational Therapists, Massage Therapists, Athletic Therapists, Teachers, or any other professionals.

Public Relations

Patron feedback is always welcomed. Please connect with our Front Desk Team for instructions on how to access our online portal or visit the following link:

<https://www.ingersoll.ca/forms/compliment-and-complaint-form/>

Signature: _____ Date: _____