

POLICIES

GENERAL POLICIES

Commitment:

By purchasing Sessions, Client is making a commitment to his/her health. Client should follow the program and instructions of Trainer/Coach/Service Provider to the best of their ability to maximize their results and better achieve their goals. **Results are dependent on the Client's ability to adhere to the program.** Trainer/Coach/Service Provider will show Client how to work his/her muscles correctly and encourage him/her to go to his/her safe limit; however, **Client is responsible for consistent exercise sessions, dietary habits that adhere to the program, sufficient sleep, and living a lifestyle conducive to holistic health.**

Length of Sessions:

Unless otherwise noted, standard Sessions will last approximately sixty (60) minutes, which includes, proper warm-up, workout, cool down and stretch. Trainer/Coach/Service Provider may opt to vary the length of Sessions at his/her discretion. **Sessions purchased at a discount will default to forty-five (45) minutes. Measures and assessments are counted as one (1) session.**

Punctuality:

Client must be properly dressed and ready for their Session at the time specified in the Agreement. **Failure to be prepared may result in a shortened Session or possible cancellation of Session.** If Client is more than fifteen (15) minutes late, the Session may be cancelled by Trainer/Coach/Service Provider. If Trainer/Coach/Service Provider is more than fifteen (15) minutes late, Client has the option to cancel Session without penalty. If Client anticipates running late, he/she must contact Trainer/Coach/Service Provider as soon as possible. If Trainer/Coach/Service Provider anticipates running late, he/she must contact Client as soon as possible. Permanent or temporary changes to future Session days and times may be discussed between Trainer/Coach/Service Provider and Client at any point in time prior to Session date.

Attire:

Client must wear comfortable workout attire, including, but not limited to: clean t-shirts, tank tops, socks, athletic wear, shorts, tights, sweats, and/or tracksuits etc. Athletic shoes must be supportive and functional. Workout gloves are optional, but recommended. Trainer/Coach/Service Provider may advise Client on what type of apparel is most appropriate for their Session.

Stopping Exercises:

Client may refuse or stop any Session for any reason. It is Client's responsibility to notify Trainer/Coach/Service Provider of any discomfort or pain arising from or during exercise, as well as, any and all other known limitations Client has or has experienced. Trainer/Coach/Service Provider must accommodate Client by: ceasing an exercise or Session, substituting one exercise for another, modifying the current exercise, and/or editing current program/fitness plan/service.

Payment:

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Payment must be **paid in full** prior to the commencement of Sessions according to the Agreement. In the event that Client wishes to begin a program prior to the 1st of the month, Sessions will be prorated at the single session cost for the program package selected. Client may pay by cash, check or credit card only. It is CLIENT'S RESPONSIBILITY to pay his/her bill, even in the event he/she does not receive an invoice. **Sessions will not continue after the contract has expired nor will they commence before full payment has been received.**

CONFIRMATION:

Client is expected to be fully accountable their success, this includes all scheduled appointments. Confirmations and reminders are a courtesy and issued at Trainer/Coach/Service Provider's convenience and discretion.

Cancellation of Individual Sessions:

Three (3) hour cancellation notice, by phone or text message, is required for rescheduling or cancelling any and all individual Sessions. Any and all cancellations with less than three (3) hours notice will result in forfeiture of the Session without refund or obligation to reschedule. If Trainer/Coach/Service Provider must cancel a Session, he/she will do so, by phone or text message, with at least three (3) hours notice and is obligated to reschedule the session.

Missed Sessions:

All Sessions that have been canceled according to the three (3) hour policy must be rescheduled within the time of the contract. Trainer/Coach/Service Provider is not obligated to fulfill Sessions once the contract has ended. Contracts will not be extended to fulfill missed Sessions.

Cancellation and Refund of All Sessions:

Client may cancel a signed Contract **within four (4) business days** for a full refund. Cancellation of renewed contracts must be done **within two (2) business days** from the date of renewal for a full refund.

Relocation:

Should Client relocate his/her residence outside available service areas, Client may cancel this contract and shall be liable for only that portion of the charges allocable to the time before reasonable evidence of such location is presented to Melissa Lopez Health and Fitness Enterprises. **Acceptable proof if relocation:** utility bill with new address, driver's license, signed letter from landlord, lease, other documents approved by management. **No credit will be issued until acceptable proof is submitted.**

Option to Renew:

Client shall have the option to renew a signed Contract within one (1) month of Contract expiration. By renewing a contract, Client acknowledges and agrees that Melissa Lopez Health and Fitness Enterprises and Trainer/Coach/Service Provider acted fairly and professionally in all prior Sessions. **Contracts based on promotional sales and/or discounted services can be renewed a maximum of two (2) times.**

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Mission Base:

Client is required to designate a "Mission Base" for Client and Trainer/Coach/Service Provider to perform measures and conduct discussions concerning Client's program, sessions, and progress.

POLICIES SPECIFIC TO FITNESS TRAINING

Private (One-on-One):

Services for, **one (1)** client, provided by **one (1)** Trainer/Coach/Service Provider. There must be a minimum of one (1) paid contract.

Partner:

Services for, **two (2)** clients, provided by **one (1)** Trainer/Coach/Service Provider. There must be a minimum of two (2) paid contracts.

Small Group:

Services for, **minimum three (3)** to **maximum eight (8)** clients, provided by **one (1)** Trainer/Coach/Service Provider. There must be a minimum of three (3) paid contracts to start a group.

Group Fitness Training:

Services for, **minimum ten (10)** to **maximum thirty (30)** clients, provided by **one (1)** to **three (3)** Trainers/Coaches/Service Providers. There must be a minimum of ten (10) paid and registered participants to start and maintain a group. **Groups that are diminished to less than 10 participants for four (4) consecutive sessions will be given one (1) month to restore the minimum requirement of ten (10) participants or the group will be canceled.** In the event that a Group is canceled, participants may transition into any other form of training, in which all remaining credit can be applied.

Polices can be changed at any time to improve services and operations