

# SP8S FITNESS, LLC

## Procedures & Policies

Thank you for taking part in our training program. Our goal is to help you improve your fitness and overall quality of life. Below are policies and procedures. These allow SP8S Fitness, LLC to be most efficient and provide the best service possible and help you reach your goals safely and effectively.

### **Policies & Procedures:**

#### **PAR-Q & Medical Clearance:**

After reviewing your medical history, we may request you to submit information from your physician prior to a training session. This is an attempt to make sure that we follow all medical guidelines from your doctor.

**Note:** Personal training staff reserve the right to require medical clearance from any client they feel may be at risk.

**Payment:** Payment for fitness services must be received in full prior to providing any fitness services. Payment for partner or group training must be received in full by all individuals prior to any fitness services being provided.

**Expiration Policy:** All unscheduled purchased training sessions expire **60 days** from the date of purchase. These must be scheduled **30 days prior** to the expiration date. Any sessions that remain after the expiration date will be forfeited.

**Refund:** If you are physically unable to continue training, you must bring a doctor's note. For any prolonged travel plans, you must make special arrangements in advance. Fitness service offerings are non-refundable unless a verifiable medical conflict exists (physician letter required).

**Tardiness Policy:** You are expected to begin training at the start time of the scheduled appointment. A late start time does not entitle you to a session longer than the scheduled appointment. For example, if you are 10 minutes late for a 60-minute training session, your session will be reduced to 50 minutes, and you will not receive credit for the remaining 10 minutes. Trainers will wait 15 minutes for late arrivals; at that point, sessions/service will be charged, and the personal trainer has the right to close the appointment/session.

**Cancellation and Rescheduling Policy and Procedure:** Last-minute cancellations or attempts to reschedule are an inconvenience to other clients and us. We will make every effort to be flexible and accommodate your schedule; we will do so only under the following conditions:

If you need to cancel an appointment/training session, you must call: **843-956-3405** or via email: **getjustleefit@gmail.com** within **24 hours** of the appointment time. If no one's available, leave a message. Someone will check availability and get back to you to confirm the rescheduled date and time as soon as possible. If you do not call within **24 hours** of your appointment, you will forfeit your training session. The only exception to this policy is a medical emergency accompanied by a doctor's note.

**Partner and Group Training Cancellation:** There will be no individual make-up sessions for partner or group training. Missing a partner or group session will result in that individual forfeiting the session.

If exceptional circumstances call for it and schedule permits, we may agree upon a shorter notice period, in which case you will not forfeit your training appointment/session. The determination of whether circumstances warrant, or schedule permits, are decisions that will be left to the owner's sole discretion.

I have read and understood all the policies and procedures listed above.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_