



PERSONAL TRAINING POLICIES

SCHEDULING:

To schedule your initial session:

- 1. Complete Interest Form, Health History Questionnaire, and Policies forms and return to Member Services office or email forms to fitness.center@bc.edu.**
- 2. Register and pay for package in person at the Member Services at the Recreation Complex Monday through Friday 9:00am – 5:00pm.**
- 3. Our fitness and wellness staff will contact you via email or phone within 2-3 business days. All training session dates and times will be scheduled before the first session of the package.**

CANCELLATION/RESCHEDULING POLICY:

If you need to cancel or reschedule a session, please call your instructor first. If unable to reach him/her or you do not have their contact information, you can contact the fitness department at (617) 552-6094 or e-mail fitness.center@bc.edu.

24 hours notice is required for a cancellation or rescheduling in order to receive credit for the session. Failure to cancel within this time frame or failure to show up for a session will result in the client being charged for the session. Exceptions will only be made in the case of a medical emergency accompanied by a doctor's note.

TARDINESS POLICY:

Clients are expected to begin working out at the start time of the scheduled appointment. A late start time does not entitle a client to a session longer than the scheduled appointment. Trainers will wait only 10 minutes for clients to show for a scheduled session. After 10 minutes, the session will be lost and the client will be charged for the session. Sessions that start late due to a client who is tardy, will still end on time.

SESSION PAYMENT:

Payments for all session(s) types need to be made in advance of the session(s).

I verify that I understand and will abide by these policies

Client Signature _____ **Date** _____