

## **BAY PAVILIONS PERSONAL TRAINING CONDITIONS**

By signing up for personal training sessions, clients agree to abide by these training and cancellation conditions.

### **GENERAL**

- Personal training services are available to all gym members at an additional cost. Non-members will need to purchase entry as well as the session.
- Session times are made directly with your trainer
- Clients must complete a pre-exercise questionnaire and provide medical clearance if required before starting sessions.
- All sessions must be purchased from reception prior to the training date and the receipt must be given to the trainer to conduct the session.
- Sessions may be purchased singularly or in packs of 10 (for a 10% discount)

### **CODE OF CONDUCT**

- Clients are expected to arrive on time. Delays may result in a shorter session or forfeiture.
- Clients must follow the trainer's instructions and adhere to gym rules to ensure safety.
- Clients are expected to bring a towel, clean gym wear, and appropriate footwear.

### **CANCELLATION POLICY**

- Clients must provide a minimum of **24 hours' notice to cancel or reschedule a training session.**
- If a client cancels or reschedules a session with less than 24 hours' notice, the session will be considered a "**late cancel**" and will be charged at the full rate.
- If a client does not show up for a scheduled session, the session will be considered a "**no-show**" and will be charged at the full rate.
- Cancellations or rescheduling a session due to an unforeseen emergency or illness will be assessed on a case-by-case basis.
- Clients may cancel their membership or package at any time but will not be refunded for any unused sessions.
- If your trainer needs to reschedule or cancel a session, you will be notified as soon as possible, and the session will be rescheduled without any penalty.

Bay Pavilions reserves the right to modify this policy at any time. Clients will be notified of any changes.