

PROGRAM INFORMATION AND POLICIES

Welcome to the Steel Feather personal training program! We are delighted that you chose use as a part of your commitment to health and fitness. Our skilled fitness professionals are ready to provide you with the necessary information and motivation to help you reach and maintain your personal fitness goals.

The following information will provide you with important program policies. Before getting started, please read and sign this form so that we can be sure that you have been provided with and understand this information.

● **EXPIRATION DATE**

Steel Feather personal training sessions have an expiration date of 3-month from the date of purchase. After the expiration date, any remaining sessions will be invalid. Sessions can be “frozen” for medical purposes only and require medical documentation. Frozen sessions will be held for one year after the time any remaining sessions will become invalid.

● **CANCELLATIONS**

In order to cancel or reschedule an appointment, you must contact your trainer at least 24 hours in advance of the scheduled appointment or you will be charged for that session.
(NOTE: any exception to this policy will be made purely at the discretion of the trainer.) Similarly, if a trainer does not contact you at least 24 hours in advance to cancel or reschedule an appointment, you will receive a *complimentary* session.

● **TARDINESS**

All clients and trainers are encouraged to be prompt. If a client arrives late, this time will be *deducted* from the training session; contrarily, if a trainer arrives late, the amount of time will be *added* for an extended period. Please be advised that trainers are required to wait 15 minutes for a scheduled client, after which time the session is subject to cancellation and clients will be charged for a full session.

● **REFUNDS & CREDITS**

Steel Feather persona training does not offer refunds or credits, so please be sure that our services will match our needs *before* committing through payment. If you find that your needs change once you have begun this program, please let us know as we are eager to find a way to accommodate you within this program.

I have read and will comply with the above information.

Name (please print)

Signature

Date