



## Policies and Procedures

### APPOINTMENTS

Our SlowBurn exercise sessions last *approximately* 30 minutes and 15 minutes in length. The total length of the session depends upon your physical condition and/or the routine your instructor has created for you. Please arrive five minutes early for your scheduled appointment.

If you are running late, please call and email us. We will accommodate you as best we can. If you do arrive late, the exercise session may have to be shortened. We cannot run over into another client's appointment time. If you are scheduled for a 30 minute session and are running late, you cannot break your appointment into 15 minute sessions. You will be charged for the full half hour. Thirty minute sessions cannot be split into two 15 minute sessions at *any point*, nor can two 15 minute sessions be joined together to create a 30 minute session. If you call before the start time of your session, rather than rush and have a shortened session, we might be able to put you into a later time slot so you can enjoy a complete session.

### CANCELLATIONS

In general, we require 24 hours notice for cancellations. Please call and email the gym as soon as you are aware that you will either be late or not able to keep your appointment. You can also cancel, create or move your appointment yourself up to 48 hours before the session by using Appointments Plus (details are on your flash drive). If you are calling after business hours, please leave a message on the machine and call your instructor directly, if possible. **Please do not use email alone to make changes to your schedule.**

We know that life is hectic and changes to your schedule happen all the time that are beyond your control. So, we have developed the following client friendly cancellation policy:

- A cancellation within 24 hours of your appointment is considered a late cancel *unless* you reschedule your appointment for **the same day or the very next day**. (EX: If you have an appointment on Monday evening and call Monday morning to reschedule to Tuesday evening, that is not considered a late cancel. However, if you were to reschedule the Monday evening appointment for Wednesday morning (two days later), that would be considered a late cancel. Also, if you reschedule *twice* (EX: Move Monday's session to Tuesday but then move Tuesday's to Wednesday) this leeway does not apply to the second cancellation and will be considered one late cancellation.
- For The Tester (5 sessions) and SS "Concentrate" Package, you receive one complimentary late cancellation.
- For The Reformer (15 sessions) and The Transformer (25 sessions) you will be granted two late cancellations.
- For The Metamorphosis (100 sessions), you get 8 free late cancellations.
- For the 10 Concentrate session package you get one free late cancellation and for the 20 Concentrate package you get two.
- For people who share a package, each person is entitled to the appropriate amount of freebie late cancellations listed above.
- **For each late cancellation thereafter, we will charge your package a \$50.00 late cancellation fee.**
- There are no freebie late cancellations for the Monthly Plans.
- If you pay by the session and late cancel, you will be charged the \$50.00 late cancellation fee and must pay this fee and your next session fee at the *beginning* of the next scheduled session.
- If you feel that you are becoming ill, please call to cancel in advance. Try not to wait until you are really sick and are forced to late cancel.

These freebie late cancellations are specifically designed for illnesses, emergencies, sudden changes to your work schedule, etc. We must enforce these cancellation rules strictly due to the nature of our business.

### NO SHOWS

If you do not show up for your scheduled appointment you will be charged the full session fee. There are no exceptions.

Your instructor will call you 10 minutes after your scheduled session to see what has happened. If you are not reachable, you must contact us that day to discuss the missed session. Even if you are reachable and schedule an appointment for a different time, it will still be considered a NO SHOW, and you will be charged the full session fee. If you would prefer to be contacted via email or have an alternate number you would like us to reach you at, please let us know.

### **REFUNDS/TERMS**

When purchasing any of our personal training packages, you are purchasing SlowBurn Personal Training sessions not a particular instructor. If you prefer a specific instructor, we will do our best to assign you to them, but we reserve the right to place you with another instructor if the situation requires it. In the event an instructor is no longer available due to a change in schedule or employment is terminated, another instructor will be assigned to you. There are absolutely no refunds issued in this case.

All packages must be used within 1 year of purchase, except for The Metamorphosis, which expires after 2 years.

For your **first** Transformer or Metamorphosis package, we offer a full money back refund if you come twice weekly for 12 weeks and are unhappy with the program. For the Reformer/Transformer/Metamorphosis packages, once three or more sessions have been used from a package, *no refunds will be issued*. For the Tester package, once one or more sessions have been used, *no refunds will be issued*. Package rates are subject to change without notice. Should rates change while there are sessions remaining in a package, the prior rate will be honored until the package is complete (within the specified time period). The time allowed for the completion of a package may be extended at the discretion of the management for special situations, but there is no guarantee that sessions may be used after the package expiration date. It is important that we do this to ensure that you get the results for which you came to Slow Burn Personal Training.

### **RENEWALS**

Payment for package renewal is due upon completion of the last session in the current package. If not received, each session after package expiration will be charged at the single session rate and will not be prorated when an additional package is purchased, so please renew on time.

### **TRANSFERS**

If you can no longer exercise at Slow Burn Personal Training and wish to transfer unused package sessions to someone else, this is acceptable so long as: 1) the entire package is turned over to the individual 2) he or she is medically fit to exercise.

### **VALUABLES**

Please avoid bringing extremely valuable objects when you come to train. If this is unavoidable please lock them in your locker. **Slow Burn Personal Training is not responsible for the loss of personal items.**

### **YOUR INSTRUCTOR**

The instructor for your session is determined by the time of day you train. In many cases your session will be with a different instructor than the one who conducted your initial consultation. In the event that your preferred instructor is on vacation, out sick, etc., we strongly encourage you to keep your appointment. We find that most people enjoy the experience of working with a different instructor.

### **TRAINING FLOOR ETIQUETTE**

When there are other clients training at the same time as you, please be respectful of their right to exercise in a quiet, focused environment. We ask that you keep all non-essential conversation to a quiet minimum. We cannot tolerate cursing, screaming, or other disruptive behavior. Since the gym is small and we work in close quarters, we kindly ask that you do not use strong smelling perfumes and are free of strong body odor. Please do not come in to the gym to train if you have not bathed beforehand. For liability purposes, it is strictly forbidden for a client to handle any of the equipment in the gym (machines, fans, pads, etc.).

Appropriate attire is required in the training area. Your clothing should be loose and comfortable. Avoid heavy materials like sweat suits which could lead to overheating. Anything constrictive such as belts or suspenders, jewelry, etc. should be left in your locker. Sneakers and soft-soled shoes (no heels) are best for training. *Training in your bare feet or socks is not allowed.*

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Print Name

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Date

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Signature