



Policies and Procedures

*The Policies stated herein are executed from a state of mutual goodwill and are part of the Client/Trainer contract. **Armstrong Integrative Movement, LLC** is committed to the highest level of professionalism and ethics in the personal training industry. I am dedicated to providing clients with the best quality of service to meet each individual's needs and will work diligently to prepare for each session to ensure satisfaction. I respect my clients' time and availability and ask that those considerations be reciprocated.*

Initial Consultation (IC)

Prospective Client(s) receive a complimentary 60-75 minute consultation during which they review and discuss their current health; health history; previous injury or injuries; any treatments; stress; nutritional habits; past and current exercise experience; and fitness goals, by completion of a questionnaire. This consultation allows Client(s) and Trainer to get to know one another and should establish a mutual satisfaction that the Client-Trainer relationship will be productive and rewarding. *All information disclosed in the consultation shall remain strictly confidential.*

Payment

Payment for sessions confirms the commitment to reach the goals established in the Initial Consultation (IC). Registration for the **Integrated Fitness Assessment™ (IFA)** is the next step after the IC in the form of scheduling and payment in full, either at the conclusion of the IC or the date of the IFA. Payment is to be made to **Armstrong Integrative Movement, LLC** (hereafter referred to as **AIM, LLC**). All payments hereafter shall be made **in advance** of the next session (pre-payment) for a \$5 discount on the session price, or **at the time of service** for the full session price.

Refunds

Refunds are NOT generally granted except in cases where circumstances are beyond the control of the client, such as extreme illness (long-term hospitalization) or relocation of residence, or any other situation that would render the continuation of an exercise program with **AIM, LLC** impossible.

Lateness

If Client(s) is (are) late for the session for any reason, Client(s) is (are) entitled to the scheduled time remaining and remittance of full payment is expected for the session. (A courtesy phone call is requested whenever possible.) If the session is off-site, Client(s) will grant the trainer a *10-minute grace period* for arrival, taking unusually heavy traffic,



road closures, and other unforeseen travel circumstances (flat tire, car trouble, etc.) into account. If Trainer is late beyond the allotted grace period, the session will be pro-rated and a 25% discount will be awarded to client.

Communication

For any and all communications, phone calls are the greatly preferred method by the Trainer and should always be the first choice of the Client, whenever possible. Emails are the second choice of the Trainer and can be used as a backup to a phone call. Please keep texts as short as possible.

Cancelled Sessions

Client(s) is (are) kindly requested to give at least twenty-four (24) hours' advance notice to cancel a session if and when at all possible. In the event that advance notice is impossible (emergency, illness, weather) occurring on the day of the session, the Client will not be charged for that session. However, repeated and consistent cancellations without and even with 24 hours' advance notice will be taken into consideration and a Cancellation Record will commence. At the Trainer's discretion, the Client will begin to be charged for each cancellation, and the Client's goals and level of commitment will be reviewed together.

*I, the Client(s), have read and understand the above Policies and Procedures as set forth by **AIM, LLC**, and acknowledge that all statements made herein will be mutually upheld by both myself and the Trainer. I hereby acknowledge and accept that the Policies and Procedures outlined above are established for my (our) benefit from a health and safety standpoint and to promote goodwill between myself and the Trainer. I agree to bring any questions or items of discussion directly to the Trainer at the onset of the training contract to avoid any unnecessary misunderstandings.*

Client Signature _____ Date _____

Trainer Signature _____ Date _____