



## Client / Trainer Agreement

**Personal Trainer:** Rachael Rockett

**Client:** .....

The following, when signed will constitute the full agreement between the Client, named above and Rockfitt Lifestyle. Subject to the Terms and Conditions below, the named Personal Trainer (PT) will act as a Personal Trainer in the development of an exercise programme during the agreed block of individual sessions (the Service). This agreement will apply to all bookings of the Service with the named PT made by the Client.

### **Programme expectations**

The PT will use their skills and knowledge to design a safe programme of exercise that will take into account the personal goals, fitness levels and exercise preferences of the Client.

The PT will provide the coaching, supervision, advice and support that the Client may need to help achieve their goals. The Client's progress will be regularly monitored and the programme revised and adjusted accordingly.

The PT will provide all necessary equipment and will organise appropriate venues for all the sessions.

All Client information will be kept strictly private and confidential. If the trainer requires further medical information from a practitioner, the Client will provide such details.

The Client is required to arrive 5 minutes prior to a training session so that a full session can be achieved.

The Client is required to wear appropriate clothing and footwear. Clothes should be loose fitting and non-restrictive. Footwear should be comfortable and provide adequate support.

The Client is required to bring an appropriate water bottle, filled ready for the session.

### **Health Screener**

Client's must complete a PAR-Q before commencing any exercise programme. The Client may be required to provide a letter of 'medical clearance' from their GP.

### **Fee Charging Policy**

In consideration of the Service, all sessions will be paid according to the session rates charged at the time of booking. Payment for single sessions will be paid for at the end of the session. Payment for block bookings will be paid for in advance, with each individual session being booked on a week by week basis.

All purchased sessions must be completed within 16 weeks of purchase or they will be forfeited.

Cheques are to be made payable to: *Rachael Rockett* and see Rachael for details for Bank Transfers.

The Client understands that It is the responsibility of the Client to ensure that the dates and times booked are correct. To cancel a booked session, the Client must notify the PT either in person or by phone, text or email.

**Cancellation Policy** The Client may be charged for sessions missed as follows:

By Client on *more than 24hours* notice - no charge/loss of session.

By Client on *less than 24hours* notice, Client able to rearrange and complete session in the same week - no charge/loss of session.

By Client on *less than 12 hours* notice—session charged in full (discretion applied for illness)

In the event of cancellation by the PT, the PT is responsible for notifying the Client of any such cancellation / amended time. There will be no charge/loss of session.

**Refund Policy**

If the Client is unable to continue the block of sessions for medical reasons, a refund may be available for unused sessions.

If the client decides to cease training with Rockfitt Lifestyle there will be no refunds given for unused sessions.

**Late Arrivals**

The PT is only required to wait for 20 minutes past the agreed start time. After this the Client will forfeit the amount for the session. If the Client, arrives within the 20 minutes the PT will complete the time left of the original session. No extra time will be given.

If the PT is more than 10 minutes late on arrival to the session, the Client can have a full hour from the time that the PT arrives (if convenient), or the Client can have the remaining time of the session added on to another session.

**Declaration of Understanding** The Client, fully understand and agree to abide by the above rules and regulations.

*Before embarking on an exercise programme I have completed the Rockfitt Lifestyle Physical Activity Readiness Questionnaire and resulting processes. I also understand that I should inform my PT of any medical conditions that may not have been covered in the form and that I may be advised to visit my doctor prior to commencing the sessions. I acknowledge that I have either had a physical examination and have been given my doctors permission to participate, or that I have decided to participate in the activity and/or use the equipment and machinery without the approval of my doctor and do hereby assume all responsibility for my participation and activities. I release Rockfitt Lifestyle the PT from any liability for personal injury or other damage I may sustain whilst engaging in any exercise programme suggested by the Personal Trainer. I acknowledge receipt of this agreement and confirm acceptance of the terms and conditions herein.*

Signed: ..... (Client) Name: .....Date: .....

Signed: ..... (PT) Name: ..... Date: .....