



Policy Statement (effective January 22, 2018)

## ***Class Cancellations***

### **Inclement weather:**

In the event of inclement weather, the Personal Trainer will abide by the center/facility owner's weather policy unless determined otherwise, in which case the Personal Trainer will contact class participants with arrangements.

### **Personal Trainer's Cancellation:**

In the event of the Personal Trainer's cancellation due to her own emergency or illness, the class/classes will be rescheduled or a full reimbursement of payment will be issued.

### **Payment and Compensations for missed classes by clients:**

Due to the nature of Personal Training work practices, in that the trainer's work is primarily done in advance of performance sessions (classes), all payment is expected in advance of class sessions and is not refundable. In extreme cases, or in rare situations at the trainer's discretion, where the client is unable to participate in class/classes the client may receive credit to apply to future classes or the client may receive a reimbursement less 35% of payment for the class/classes missed.

*Penny Flora*

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