

UNC PERSONAL TRAINING

PROGRAM POLICIES

Getting Started

- To sign up with a trainer, all participants must complete a registration form and submit it along with the corresponding payment. Once successfully registered, your trainer will contact you within 2 business days to set up your initial consultation.
- If you mark ‘**Yes**’ on any questions in the PAR-Q section of the registration form, you must also download, complete, and turn in a **Medical Clearance Form** prior to beginning any training sessions.
- Each client will be assigned to a trainer based on their availability, trainer preference, and goals (*Please note: clients are able to request a specific trainer, however we cannot guarantee that trainer will be available. If they are not available, the client will be paired with a different trainer*).
- Clients may only purchase one Personal Training Package at a time. A Renewal Package may be purchased upon completion of the original package.
- All Personal Training sales are non-refundable.

Sessions & Training

- All packages have an expiration date (either 1, 3 or 6 months after purchase depending on the package). Any unused sessions will be lost after the expiration period.
- First time clients will receive an Initial Consultation & Assessment with their assigned trainer in addition to their package. (*Please note: clients who are renewing their package will not receive an additional assessment session. If the client requests an assessment, it will count as a portion of a session within the package.*)
- Sessions will be scheduled at mutually convenient/agreed upon times by the client and trainer.

Cancellations

- All clients are expected to notify their trainer at least **24 hours in advance** of their previously scheduled session. If a client cancels a session less than 24 hours in advance, he/she will be charged for said session.
- UNC Personal Training allows a **15 minute grace period** for late arrival to scheduled sessions. After 15 minutes the session will be cancelled. Sessions that start late will still end on the scheduled time.