
PERSONAL TRAINING POLICY

Cancellation / Rescheduling:

We ask that you give your trainer a minimum 24 hours notice for cancelling or rescheduling.

Cancellation requests received more than 24 hours before your appointment will result in a credit to the account equal to the service fee paid, if purchased as a single session. If the appointment is tied to an applicable multi-pack purchase on the account, the session will remain available for rebooking.

Please note that failure to call at least 24 hours before your appointment and SAME DAY/NO CALL/NO SHOWS will result in a charge of \$35.00 automatically billed to the form of payment on file before rescheduling is allowed.

Purchases:

Personal Training services expire one (1) year from the date of purchase.

Personal Training services are available exclusively to individuals with an active Wellness Center membership and cannot be utilized during membership lapses.

Recipients of Personal Training services must have an account with a valid form of payment in the Wellness Center's membership management software.

Personal Training services must be paid for in full on the recipient's account at the time of booking, unless an applicable multi-pack purchase is present on the account.

Multi-pack purchases of Personal Training services are sold at a discounted rate to a single recipient for their exclusive use. Sharing is not allowed.

Personal Training rates across services (30/60 minute private sessions, 45 minute partner sessions, 60 minute small group sessions) may only be applied to the same service; service fees are not transferrable across services.