
Elite Health & Fitness Training, Inc.

CLIENT POLICIES AND AGREEMENT

- 24 hours notice is required for all canceled sessions. Unfortunately, there are **NO EXCEPTIONS TO THIS CLAUSE!** If proper notification is not given, a cancellation fee of \$65.00 will be charged. **THIS POLICY WILL BE STRICTLY ENFORCED.**
- If you wish to reschedule an appointment, Elite Health & Fitness Training, Inc. will make every attempt to accommodate your request. However, if we are unable to find an alternative time slot within the same week (weeks run from Monday to Sunday), and your request is placed less than 24 hours prior to your scheduled appointment time, a cancellation fee of \$65.00 will be charged.
- Training sessions are one hour in length. The hour will begin when your trainer arrives at the predetermined meeting place (i.e. your house, office or gym). If you are not ready at that time or are interrupted during your training session, your one hour time limit will not be extended. Therefore, it is recommended that you prepare in advance for the arrival of your trainer.
- Sessions can be performed in your home, office or gym (if outside trainers are permitted).
*Some geographical restrictions apply to this policy. Determination of an out of range training site is left completely to the discretion of Elite Health & Fitness Training, Inc.
- In the event that you are not at your predetermined meeting place (i.e. your house, office or gym) at your scheduled meeting time, your trainer is required to wait 15 minutes past the scheduled meeting time. If after 15 minutes has passed, and you have not shown for your training session, your trainer is permitted to leave and a cancellation fee of \$65.00 will be charged.
- There may be instances in the future where your Elite Health & Fitness trainer will be training a new employee. All Elite Health & Fitness Trainers are required to undergo observation and on the job training prior to training their first client for Elite Health & Fitness Training, Inc. With this in mind, there may be instances in the future where a new employee in training is observing your personal trainer. This is a common practice for our company and should be expected occasionally. If you object in any way to having your training session(s) observed by a new Elite Health & Fitness trainer you must call our office at 856.216.0044 to give us notification when your first receive this form. Thank you!
- A \$35.00 fee will be charged for any checks returned to Elite Health & Fitness Training, Inc. due to insufficient funds in your bank account.
- **Billing Procedure:** A running total of all sessions taken during any given month will be tracked and then billed for at the end of each month. For example, if you had 10 training sessions in the month of January, you will be billed on February 1st for 10 sessions. A two-week grace period will be granted to submit your payment. Please make checks payable to “***Elite Health & Fitness***” and mail to:

Elite Health & Fitness Training, Inc.
3 Rhode Island Avenue
Cherry Hill, NJ 08002-3117

I, _____, have read, understood and agree with all of the above clauses.
(Please print your name)

Client Signature

Date