

## **COLLEEN HOLIDAY'S POLICIES**

1. In addition to this form, Client will be required to sign and return the following forms to Colleen Holiday prior to receiving a Fitness Consultation, Training Program Design, or beginning any Personal Training program:
  - a. Waiver, Release, and Assumption of Risk Form
  - b. Waiver, Release, and Assumption of Risk (Home Workouts), if applicable
  - c. Physical Activity Readiness Questionnaire (PAR-Q)
  - d. Health History Questionnaire
  
2. If you have any of the following physical conditions, you may be required to have a Medical Clearance and Physician's Consent Form:
  - a. Hypertension (>145/95 mm Hg)
  - b. Hyperlipidemia (cholesterol >220 mg/dl or a total cholesterol-to-HDL ratio of >5.0)
  - c. Diabetes
  - d. Family history of heart disease prior to age 60
  - e. Smoking
  - f. Abnormal resting EKG
  - g. Any other condition that Colleen Holiday in its sole discretion may deem to present an unreasonable risk to your health, were you to participate in a fitness evaluation or program.
  
3. Unless other arrangements are made, Personal Training sessions, and Program Design explanations (these services herein individually and collectively referred to as "sessions") last approximately SIXTY minutes. However, some sessions maybe longer in duration-you will be notified. In order to provide the best service to all Clients, Colleen Holiday cannot commit to extending any particular session beyond its previously scheduled time.
  
4. Rates for Colleen Holiday's services are subject to change. Services prepaid for by Client, which are unused at the time of any rate change, will be honored at the price already paid.
  
5. Time slots are available on a "first-come, first-served" basis by appointment. Sessions, whether purchased a la carte or as part of a package, must be paid for when the appointment is booked. Please sign up with PayPal or send a check as I will not schedule before payment! Client may schedule prepaid sessions in advance. Understand I can only train so many people at a time. You may have to wait weeks for an appointment if you have bought individual sessions since everyone has locked in dates.
  
6. In order to provide the best possible service to all Clients, Colleen Holiday asks that all Clients be ready to begin their session at the scheduled time. Time lost at the beginning of a session due to a Client's tardiness cannot be made up at the end of the session as that could potentially impact the next scheduled Client. Unless prior arrangements have been made, a Client will be deemed a "no-show" when they are fifteen minutes late for an appointment. No refunds or credits will be given for "no-shows".
  
7. **Regarding cancellations:**
  - a. **All qualifying cancellations will result in a credit being given which can be applied to a future session or other product or service from Colleen Holiday OR ANOTHER TRAINER.**
  - b. **All cancellations must be made with a minimum of 24 hours NOTICE for individually purchased sessions ( NO DISCOUNT) and a one MONTH notice for those scheduling a month at a time (THESE SESSIONS ARE DISCOUNTED) in**

order to receive credit for the session. MONTHLY PROGRAMS GET A DISCOUNT THEREFORE YOU MUST ATTEND ALL PREVIOUSLY ALLOCATED TIMES FOR YOUR MONTHLY PROGRAM. Due to an inability to fill the previously blocked time period. Cancellations with less than one 24 hours or one month for monthly programs WILL NOT qualify for a credit and Client will be charged for the session.

- c. Cancellations must be made by calling 440-241-4149 to be deemed effective.
- d. If Client receives credit for a missed session, the credit must be used within 30 days of the missed session, or it will be waived.
- e. If Colleen Holiday needs to cancel a scheduled session, Client will receive credit for such session.

\_\_\_\_\_ Client's Initials

**8. Colleen Holiday accepts cash, checks, and PayPal prior to scheduling.**

- 9. Clients are required to observe any and all rules of the gym or facility where workouts take place, if applicable.
- 10. Shirts and shoes are required at all times during sessions. Client should also have water available as necessary during the workout.
- 11. Clients have the right to terminate a particular exercise or workout at any time. You are in control of your workouts! If an exercise is uncomfortable or painful, or if you want to stop for any reason, you may do so. If a particular exercise is painful for you to do or you have an injury or other limitation that makes it difficult for you to do, can attempt to substitute another exercise to work that particular muscle group.
- 12. You will get from your workouts what you put in. Results will vary by individual and Colleen Holiday cannot guarantee specific results. Client acknowledges that Client is responsible for their decisions regarding whether or not to exercise consistently, eat properly, rest enough, and live a healthy lifestyle.
- 13. Colleen Holiday respects your privacy. Due to the nature of our services, it is necessary to collect certain personal medical information from Clients. All information collected is treated as STRICTLY CONFIDENTIAL, and Colleen Holiday will not share or redistribute your information with any third party except as necessary to provide services purchased by the Client, or as required by law. Any information gathered from a Client is simply for our records and, if applicable, necessary to provide the services to the Client for which we have been contracted.
- 14. Payment is collected **prior** to Colleen Holiday meeting with any client or scheduling the next month. Client must re-schedule missed appointments-ALL MONTHLY FEES ARE THE SAME AMOUNT REGARDLESS OF MISSED APOINTMENTS PLEASE SCHEDULE THEM IN-ASAP! I Schedule on the 25<sup>th</sup> of each month!
- 15. Hours-I work Monday through Friday 5am-6pm unless otherwise specified. Please do not expect a return email after 8pm.on weekdays, Sundays or vacation.
- 16. Misc. Please do not bring friends or children or spouses to your sessions.
- 17. NO REFUNDS and no transfer of sessions.

18. Any refunds, credits or gift certificates are cancelled after 30 days.
19. Colleen Holiday has the right to terminate the client, at any time, if the client's behavior is not acceptable and client accepts that there will be no refund due to the unacceptable behavior.
20. All set appointments and held times are not available for refund. After three (3) cancellations, client will need to purchase a package.

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Client's Signature

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Client's Signature

Date

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Please print name

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Parent or legal guardian (if participant is under age eighteen)

Date