

PERSONAL TRAINER AND CLIENT AGREEMENT

Contact Information

You must contact the Personal Trainer directly for any cancellations, rescheduling or other matters. Fitness personnel are **not responsible** to relay urgent messages to the trainers.

Cancellations

If you, the client, miss a scheduled training session or cancel with less than **24 hours notice**, you will be charged \$20.00 if it was a 60 minute session or \$10.00 if it was a 30 minute session. If you cancel with **greater than 24 hours notice**, the session must be made up before the package expiry date. If the regular or make-up session is cancelled a second time, the session expires and you will be charged in full for the missed session.

Tardiness

If you, the client, arrives late, the training session will not be extended and will finish at the scheduled time.

Refunds

Used training sessions are not refundable. Unused training sessions are refundable only under the conditions of the cancellation fee policy.

Cancellation Fee Policy

If you, the client, demonstrate just cause for cancellation of remaining sessions based on one of the following work-related reasons, you will be refunded the full amount of the remaining training sessions:

- a) Relocation (relocation to a different department, plant, etc. does not apply)
- b) Employment termination

If you, the client, demonstrate just cause for cancellation of remaining sessions based on applicable medical reasons (illness or injury), you will be subject to a medical freeze for the remaining training sessions (see below).

Medical Freeze

Based on the Cancellation Fee Policy, if you, the client, are ill or injured and have been advised by your physician to temporarily discontinue training, the Personal Trainer will freeze the

remaining training sessions for a period of up to three months from the original termination date, at which time a refund will be given on the unused portion. A physician's written note is required.

Expiry

Personal training sessions are subject to expire if not used within the following time frames, unless noted per the medical freeze:

- a) 1-10 session expire within 6 months of the original purchase date
- b) Every additional 10 sessions purchased will allow an additional 6 months expiry

For example: 20 sessions would expire in 12 months; 4 sessions would expire within 6 months; 15 sessions would expire within 6 months

Other Trainers

Health Systems Group hires and evaluates all Personal Trainers based on an interview and evaluation process and specific criteria. Other than those trainers contracted by Health Systems Group, **no other trainers** are permitted to train the members of the Honeywell: Fitness Terminal. If a member wishes to train with their own personal trainer, they must do so at a facility other than the Fitness Terminal. If a member is requesting a physiotherapy treatment or similar then this type of treatment is generally performed at the therapist's location with specific equipment precisely for this purpose.