



## Personal Training Refund Policy

- ❖ All pre-paid personal training must be used within six months of purchase, except for the 20 sessions package. All 20 sessions package, including partner and privates, must be used within twelve months of purchase. Prior to the six-month and twelve-month expiration, the client may arrange with their trainer to extend sessions past six or twelve months with Fitness Director approval. The Fitness Director's approval to extend session packages will be granted on a case-by-case basis with a valid medical reason. If such an arrangement is not made, all sessions not used within six or twelve months are automatically forfeited without further notice to the client.
- ❖ All personal training packages must be purchased in advance of training sessions. Clients must pay in full for their packages.
- ❖ No refunds are given for unused, prepaid sessions for any reason. All personal training packages are final sale.
- ❖ Training sessions may be rescheduled; however, the client must give no less than 24 hours' notice to their trainer if they cannot make a session. If less than 24 hours' notice is given or if a client does not show up for a session, the client will be held responsible, and the missed session will be decremented.
- ❖ Purchasing personal training packages must be done through the JCC purchasing process. The Personal Trainer is never to be paid directly.
- ❖ All 1 on 1 personal training packages are intended for individual use. They are not permitted to be divided between participants. All participants must purchase their own package. Packages must remain intact in original length of time sold (60-minute sessions may not be split into 30-minute sessions).
- ❖ All personal training sessions are to occur at the scheduled time agreed upon by the client and trainer. If the client is late for their session, the time will be forfeited, and the session will end at the original scheduled time.