



Policy and Procedure Agreement

THIS AGREEMENT made the _____ day of _____, 20____, by and between
Client Name _____ and Jenny Janda

List of Policies and Procedures:

- 1) In order to train with Jenny at the St. Mark's Wellness Center you must be a member of the Wellness Center. The monthly gym fee is separate from the personal training fee and is determined by the Wellness Center. It is your responsibility to keep up your membership.
- 2) Please bring your own water and a small towel to each session. It is proper gym etiquette to wipe down the machines after use.
- 3) To avoid being charged for a full workout session you must cancel prior to 24 hours before your scheduled session.
 - a. For clients working out with Jenny twice a week, 2 non-penalized cancellations (prior to 24 hours) are allowed per month. If exceed 2 cancellations per month, the following missed sessions will be charged at the full amount.
 - b. For clients working out with Jenny once a week, 1 non-penalized cancellation (prior to 24 hours) is allowed per month. If exceed 1 cancellation per month, the following missed sessions will be charged at the full session amount.
- 4) Please respect the time slot (s) you are given. There are limited time slots available and a waiting list of personal training clients. My goal is to maximize your success by limiting missed sessions.
- 5) Please be on time for your session. To reach your goals, the full 50 minute time is crucial for your success. If more than 15 minutes late, the session is considered canceled and there will be a charge for that missed session at the full rate.
- 6) I look forward to working with each of my clients and am passionate about giving you my absolute best in order to help you reach your goals. I also ask the same of you. Your success is directly dependent upon your commitment to our program.
- 7) **Payment Policy:** Payment is expected at the beginning of each month for that month at the rate determined and agreed upon by Health By Jenny and client. Payments may be made by cash or check made to Jenny Janda. Payments made for upcoming sessions are non-refundable. Please see #8 for credit/make-up policy.

- 8) **Make-Up Policy:** If a session is cancelled, a make-up session may be scheduled if time is available. If the session is cancelled following the above non-penalized procedure, a carry-over for the paid session may be used for either a make-up session that month or be credited for the following month.
- 9) You are responsible for contacting me in regards to changes made to our agreed upon weekly schedule. You may contact me by e-mail, phone call or text. For last minute emergencies it is best to call or text me. See contact information at the bottom of the page.
- 10) In an emergency, if Jenny Janda is not able to meet for our scheduled session you will be notified as soon as possible. If payment has already been made for that session you will be credited for that full amount, to be used for a make-up session or for the following month.

I agree to and understand all of the above mentioned policies and procedures determined by Health By Jenny/Jenny Janda.

Client Signature _____

Date _____

Thank you for the honor of accompanying and assisting you in the journey to a healthier you! - Jenny

Rate Options

please initial next to desired rate option

_____ I agree to 2 scheduled personal training sessions per week with Jenny Janda for a period of three months or greater at a rate of \$35 per 50 minute session. I also understand that by ending this contract prior to the agreed 3 month period there will be a fee of \$120 (fee will be waived if cancellation is due to injury, a move, or doctors order).

_____ I agree to one-on-one personal training sessions with Jenny Janda at a rate of \$40 per 50 minute session.