

UND Student Wellness Center Personal Training Contract

This training contract is to be discussed upon completion of the goal consultation before any services are purchased. Each client and trainer needs to sign and date this form and file it in the black drawer behind the fitness desk by the clients' last name.

- ____ Clients must be current UND Wellness Center members. If a member does not have enough time on their membership to complete a personal training package, no sessions can be completed until membership status is active. However, in the case of special outdoor promotions, membership to the Wellness Center is not required.
- ____ The UND Wellness Center reserves the right to deny services to participants who may not be able to exercise safely within the program parameters. If it is determined that the client has responded "yes" to a question on the PAR-Q or two or more risk factors for coronary heart disease, based upon criteria set forth by the American College of Sports Medicine, he/she may be required to consult a physician before receiving personal training services from the UND Wellness Center.
- ____ Clients must purchase and complete a Comprehensive Fitness Assessment prior to purchasing any personal training packages or sessions, with the exception of personal training packages that include a Comprehensive Fitness Assessment.
- ____ All sessions will be conducted with affiliation with the University of North Dakota Wellness Center. This means that training may occur at other UND locations to include places such as the Memorial Stadium track, the green space, or walking paths, but all of the sessions must be performed with UND Wellness Center affiliation. Outdoor personal training is acceptable as long as a waiver has been signed and the packages are being tracked at the UND Wellness Center.
- ____ Training sessions will be between 45 minutes and a maximum of 60 minutes in length per day.
- ____ **Cancellations for each session must be made a minimum of 24 hours prior to the scheduled session.** Cancellations must be made by calling the trainer directly or by calling the fitness experience desk during regular Wellness Center hours of operation. Every effort will be made to reschedule a training session according to the mutual availability of the client and trainer.
- ____ **If a cancellation is not made a minimum of 24 hours prior to the scheduled session, the client understands that he/she will be charged for the session (unless a prior agreement was discussed with the trainer). Likewise, a "no show" counts as a session serviced, and the client will be charged.**
- ____ **If a cancellation is not made a minimum of 24 hours prior to the scheduled Comprehensive Fitness Assessment, the client understands that he/she will be charged for the session (unless a prior agreement was discussed with the trainer). Likewise, a "no show" counts as a session serviced, and the client will be charged. The client will then be required to purchase another Comprehensive Fitness Assessment before beginning his/her Personal Training sessions.**
- ____ Personal training sessions must be conducted as one-to-one (one trainer, one client). Group personal training sessions must be conducted with the appropriate number of clients to trainer ratio depending on the package purchased.
- ____ Personal training will only be conducted by current UND Wellness Center Personal Training staff. Other personal trainers are not allowed to conduct training services within the UND Wellness Center.
- ____ All personal training sessions start at the time of the mutually agreed scheduled appointment between the client and the trainer. The client understands that if he/she is late, that time will be deducted from his/her hour-long session.
- ____ **All packages have expiration dates.** If an extended leave of time for vacation, emergency situation, etc, arises for the client and/or the trainer, there must be a written explanation of the situation and proposed accommodations submitted to the supervisor of the Personal Training team. Per the supervisor's discretion, extension of the package may be granted.
- ____ All personal training options must be paid and scheduled at the fitness experience desk of the UND Wellness Center. Trainers may not accept any direct or additional payment for their services.
- ____ Personal training sessions are non-transferable and non-refundable. Medical conditions, which prohibit the safe conduct of training sessions within the one-year completion period, may result in a refund of unused sessions. Written explanation of the condition must be submitted to the supervisor within one year of the purchased date.
- ____ All paperwork related to a client and their service is property of the UND Wellness Center and must remain in the Wellness Center at all times. All personal trainers are prohibited from removing such information from the Wellness Center. Client information will be either password protected in locked assessment rooms only accessible to employees or locked in a drawer behind the fitness experience desk in which the acting fitness experience is the only staff member with a key.
- ____ Any trainer who does not show up for a scheduled appointment will be subject to disciplinary action up to and including termination.
- ____ Trainers may only sell and promote UND Student Wellness Center programs. Selling or promoting any other program is not permitted. Violations of this policy may result in disciplinary action up to and including termination.

Client Signature Date

Trainer Signature Date

Print Client Name

Print Trainer Name