



PERSONAL TRAINING POLICIES

SCHEDULING:

To schedule your initial session:

- 1. Complete Interest Form, Health History Questionnaire, and Policies forms and either return or fax them to the Fitness Department at (617) 353-5147.**
- 2. Register and pay for package online at www.bu.edu/fitrec or in person at the PERD Office at the Fit Rec Center Monday through Friday 9:00am – 5:00pm.**
- 3. Schedule your training sessions by calling (617) 358-3760 or e-mailing fitness@bu.edu.**

All scheduling, rescheduling or cancellation of Personal Training Services should be done through the trainer and Fitness Department via email (fitness@bu.edu). All training session dates and times will be scheduled before the first session of the package commences.

CANCELLATION/RESCHEDULING POLICY:

If you need to cancel or reschedule a session, please contact your trainer. If it is a last minute emergency, still contact your personal trainer, but also call the Fitness Department at (617) 358-0869. **24 hours' notice is required for a cancellation or rescheduling in order to receive credit for the session.** Failure to cancel within this time frame or failure to show up for a session will result in the client being charged for the session. Exceptions will only be made in the case of a medical emergency accompanied by a doctor's note. There is a no-refund policy on all packages purchased – a client may only receive a refund if accompanied by a doctor's note.

TARDINESS POLICY:

Clients are expected to begin working out at the start time of the scheduled appointment. A late start time does not entitle a client to a session longer than the scheduled appointment.

EXPIRATION DATES ON PACKAGES:

Any sessions that remain after the expiration date will be forfeited. Sessions expire on the last day of each semester.

I verify that I understand and will abide by these policies

Client Signature _____ **Date** _____