

Train Smart with Steph Policies

General Facility Policies

- For your protection, please always come prepared in proper workout attire and sneakers. No jeans or loose, dangling jewelry can be worn in the workout area.
- No photographic equipment of any kind is allowed in the gym without permission. Cell phones must be stored in a designated location for the duration of the workout.
- Only the person being trained is allowed to attend the session unless prior approval is granted.
- All gym bags and personal items should be placed in the designated area outside of the workout space to protect you during your workout.
- Each session is exactly 1 hour in length. If additional time is needed or required, this needs to be agreed upon before the day of your training session. Session time includes your workout plus any nutritional advice or lifestyle coaching that is requested by the client.

Cancellation/Late/No Show Policy

- Please be on time or 5 minutes early for each training session that you schedule. This will ensure that you get the full use of your time and get the best workout.
- If you are going to be late for your session, please call or text Stephane Clemens, **814-574-0479** and let her know that you are still coming to the session. Your session time will not be altered and it is your responsibility to pay for the entire session regardless of when you arrive.
- If you are more than 15 minutes late for a session without notifying the trainer, you will owe Stephanie Clemens the full amount of the session.
- If you do not show up for a scheduled training session then you will owe Stephanie Clemens the full amount of the session. Accidents happen and we have all forgotten about an appointment at some point in our lives, so you will have 1 excused session if you are a no-show. However, this will be documented in your file and if it happens again, you will be responsible to pay for the session in full.
- If you have to cancel a training session, please try to provide 24 hour notice by phone, text, or email. If 24 hour notice is given, no penalty will be given. Again, cancelling a session on the same day will require that you pay half of the session fee unless Stephanie Clemens can fill the time slot with another client. In the event of an emergency, contact Stephanie Clemens to reschedule your session.
- In the event that the trainer has an emergency or has to alter your workout time for any reason, your session will be prorated or an additional training session may be provided at no cost to the client.

I have read the above policy and agree with the terms.

Name (please print): _____

Signature: _____ Date: _____