

VCU RecWell

Personal Training Guidelines

1. Registration and Payment for Sessions:

- a. Prospective clients must first fill out our [registration form](#) prior to being paired with a personal trainer.
- b. A member of the Fitness leadership team will email the prospective client regarding their trainer pairing.
- c. The personal trainer will email the client about how to purchase a package of sessions via [portal](#) on the [RecWell website](#).
 - i. If training with a partner, both prospective clients must purchase their own Buddy packages.
- d. After a package has been purchased personal training sessions can commence.
 - *All new clients must purchase an [Introductory Package](#)
 - i. The client's first session will include an initial consultation to discuss health and fitness history, goals and any other relevant information.
 - ii. The second session will consist of any assessments the trainer sees as necessary, as well as assessments the client may be interested in measuring.
 - iii. The third session will be a full personal training session designed to meet client goals and capabilities as previously discussed and assessed.

2. Package terms, guidelines and expectations:

- a. All sessions are only 60 minutes in length.
- b. All packages expire in 1 year from purchase dates.
- c. Packages are non-transferable.
- d. Refunds are allowed within Recwell Program Guidelines
- e. The session fee must be paid prior to meeting for any sessions via the online portal or Recwell business office. No transfer of money can be made from client to trainer directly.
- f. If the client is more than **15 minutes late**, without notice, the session will be forfeited and docked from the client's current session count.
- g. All clients are responsible for following our facility's guidelines, which include closed toe shoes, and clothing that is within our [dress code](#).

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3. Recreation and Well-Being Guidelines

- a. Only Recreation and Well-Being Personal Trainers are allowed to train patrons in the facilities
- b. Only Recreation and Well-Being Instructors or persons authorized by Recreation and Well-Being professional staff may lead activities or teach classes.

4. Cancellation

- a. We ask clients to be mindful of our student trainer's schedules and please **give at least 24 hours notice** if you need to reschedule your session.
- b. If the client needs to cancel a session in the event of an emergency, the trainer has the option to dock the session from the client's current session count depending on the timing and circumstance.
- c. If a client does not give at least 24 hours notice of a cancellation, it is up to the trainer's discretion to deduct the session.
- d. In the event that a client is late, the trainer must remain in the facility for at least 15 minutes from the session start time. Once the 15 minutes has passed, it is up to the trainer's discretion to cancel and deduct the session, or reschedule it.