UCF | Recreation and Wellness Center

UNIVERSITY OF CENTRAL FLORIDA

Personal Training Policies

I. Responsibilities of the Client:

1. All fees for Personal Training services are to be paid in full before session dates.
2. All sessions are scheduled at the mutual convenience of the trainer and the client.
3. It is the client's responsibility to arrive on time for all scheduled sessions.
4. It is the client's responsibility to arrive prepared to comply with all facility policies, including attire and conduct, as outlined here.
5. If a client is unable to attend a scheduled session, it is the client's responsibility to notify the trainer within at least 24 hours of the scheduled session.
6. If a trainer needs to cancel a scheduled session, it is the trainer's responsibility to notify the client at least 24 hours in advance.

II. Rescheduling, Interruption of Service, and Cancellation:

1. A minimum of 24-hour notice is required to reschedule a session. Failure to provide adequate notice may result in forfeiture of the scheduled service without reimbursement.
2. Clients have three business days after signing this agreement to cancel their purchased services and request a refund. Services canceled after the initial three-business-day period are non-refundable.
    - Personal Training Sessions: Cancellations made after the initial three business-day period may be subject to a cancellation fee of up to 15% of the total Personal Training package cost.
    - InBody 380 Scans: InBody 380 Scans are non-refundable after the initial three business-day cancellation period. No refunds will be issued for InBody 380 Scans canceled after this period.
3. The first Personal Training session must be scheduled within one week of the initial consultation, unless otherwise discussed and agreed upon with the trainer.
4. Each training session is one hour in length and must be completed within a timeframe equivalent to the number of sessions purchased. For example, clients who purchase five sessions will have a maximum of five weeks to complete all sessions.
5. If a client reschedules more than four times, the remaining sessions will be forfeited, and the client must complete a new registration form. If a waitlist for trainers exists, the client will be placed at the end of the waitlist.
6. If a client arrives five or more minutes late for a scheduled session, the trainer reserves the right to cancel or terminate the appointment. The session fee will remain unchanged.
7. If a trainer arrives late for a scheduled session, the missed time will be made up during the scheduled appointment or at a subsequent appointment.

III. Official Refund Policy and Practice:

RWC Statute of Limitations

1. All refund requests must be documented. Clients are expected to utilize all purchased services by the agreement's expiration date. Clients seeking consideration for a refund must contact the Assistant Director of Fitness, Aliyah Valdez, at Aliyah.Valdez@ucf.edu.
2. If a client is not fully satisfied with their assigned trainer for any reason, they may request to switch trainers to better align with their expectations. Refunds for paid services will only be considered under the following circumstances:
    a. A physician's order indicating that the client can no longer participate in physical activity.
    b. Extenuating circumstances, such as military leave or transfer to another university, which will be considered on a case-by-case basis and must be approved by Fitness Administration.