

# KGB Fitness Policies and Procedures

**Locations:** Sessions can be done online or in-person. You must have access to a gym in your building, space in your home or the willingness to train outside.

**Forms:** Everyone MUST fill out a health and consent form before participating in any KGB Fitness event, consultation or session, online or in person.

**Packages:** Only 12, 24 or 48 session packages are available. Each session is 60 to 90 minutes. Please email [kendra@kgbfitness.com](mailto:kendra@kgbfitness.com) for rates of all services.

**Monthly Contract Option:** Provides more stability, consistency, accountability and a greater demand for a life change. Must train at least 2 times a week plus a check in call, text or email and you may train up to 3 times a week. Online training session or a check-in call required on days scheduled but not able to meet. Auto-billed either the 1st or 15th monthly. Payments are auto charged unless cancelled 15 days before billing date

**Buddy Sessions and Small Group:** one buddy may be added to the packages and the cost shared evenly. Three to 6 is considered a small group and prices will be determined on a per group bases.

**Cancellation:** Any personal training session cancelled with after 10 PM PST of the night before will be charged at the rates of a full session. Medical emergency situations will be considered at the time of cancellation. If the trainer needs to cancel on the client, a session will be added to the client's package.

**Termination Sessions:** You may terminate in writing at any time but no refunds will be issued. The remaining sessions may be able to be transferred to a family member or close friend upon request with written medical release detailing the reason for your inability to continue.

**Lateness or No Show:** Please call, text or email if you are running late. The trainer is only required to stay for 15 minutes before leaving and considering the session missed. If session starts late due to client, the session will still be completed at a scheduled time. If session starts late due to trainer's lateness, trainer will still give client a full 45 - 90 minute session or extended time on the next session. If the client doesn't show or cancels the day of they will lose that session. If the trainer can't make it the client will have a session added to their package.

**Payment:** Payment for all services are due before the session and to be paid in full. Pre-scheduled sessions will be cancelled if payment is not made at least 24 hours before the first session. Monthly programs are charged at the beginning or middle of each month depending on start date.

**Payment options:** Cash, money orders, personal and business checks are all acceptable. Checks and money orders should be made out to KGB Fitness Inc. All Debit/Credit Cards are accepted via PayPal, Venmo or the Cash app.



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**Expiration:** All packages expire 4 months from date purchased and all the sessions not used in the monthly programs don't roll over to the following month. The only way to recover a max of 4 expired sessions is to purchase a new package within the year of expiration.

\*\*All policies and procedures are subject to change at any time and without notice. (Last updated March 20, 2017)

