

KENNEDY FITNESS, LLC

POLICIES & PROCEDURES

I. Mission Statement:

At Kennedy Fitness, LLC it is our mission to assist our clients in achieving their health and fitness goals. We strive to accomplish this by monitoring their body composition and circumference measurements while teaching them proper exercise technique, and encouraging healthy nutritional habits. We strongly believe that it is our responsibility to promote healthier lifestyles to our peers and today's youth by setting a positive example ourselves. We strive to accomplish this while maintaining an unmatched level of customer service and satisfaction through hard work, honesty, and integrity.

II. The Kennedy Fitness Program:

- A. The Kennedy Fitness Program is not intended to diagnose, treat, cure, or prevent any disease or give medical advice of any kind.
- B. The Kennedy Fitness Program is not a medically supervised program and was developed for healthy people with no medical conditions or risks either physical or psychological.
- C. If a client reports a medical condition or risk on their *PAR-Q* or *Medical History Form* they will be required to obtain authorization to participate in The Kennedy Fitness Program from their Physician before being allowed to participate in the Program.
- D. Clients shall be made aware that their Certified Personal Trainer is not a professional Nutritionist or Dietician. Consequently any nutritional and dietary advice given shall be general in nature. If more specific advice is desired the client should seek consultation from a professional Nutritionist or Dietician.
- E. Above all else, the most important thing to Kennedy Fitness, LLC is your safety! For that reason in addition to completing all necessary paperwork (including *Medical Release Form* if needed) each client will be required to endure a series of fitness assessments before continuing with the Program. These assessments may include some or all of the following: being weighed, measured, pinched, and stressed for flexibility, muscular abilities, and cardio-respiratory health.
- F. Kennedy Fitness, LLC also strongly recommends that each client purchase and utilize their own heart rate monitor, stability ball, and cardio-respiratory and/or resistance training equipment. The availability of these items in addition to the resistance bands, medicine balls, jump ropes and other such items that may be provided by Kennedy Fitness, LLC during your appointments may greatly increase the effectiveness of your training appointments in attaining your goals.
- G. If you (the client) are unsure of what specific brand or type of equipment may be most beneficial for you, Kennedy Fitness, LLC will be glad to provide you with information and recommendations regarding your questions.

III. Contracts and Appointments:

- A. All training contracts are to be paid in full before appointments may be serviced.
- B. All training contracts expire six months from date of purchase with the exception of the "Presidential" package which expires one full year from date of purchase.
- C. All training contracts guarantee the services of Kennedy Fitness, LLC, not necessarily of a specific Certified Personal Trainer. Kennedy Fitness, LLC may change your Certified Personal Trainer at any time, for any reason.
- D. At Kennedy Fitness, LLC we recognize and acknowledge that sometimes things happen that are out of your control. If you (the client) become pregnant, severely injured, or there is a change in your medical conditions and risks outlined in the *PAR-Q* or *Medical History Form* prompting your Physician to no longer grant his/her approval of your participation in The Kennedy Fitness Program for a specified period of time, we may extend your contract expiration date in accordance with a signed note from your Physician for up to but not exceeding an additional six months.
- E. All sales are final and no refunds shall be issued unless the client's Physician has declined to allow the client to participate on all levels in The Kennedy Fitness Program, after the client has attempted to receive an authorized *Medical Release Form* from their Physician **and no appointments have been serviced on the disputed contract**. Only when the above criteria has been met **and** the client submits a written request for a full refund of the training contract shall any refund be issued.
- F. All appointments shall be one hour in duration. The appointment begins at the previously agreed upon time and ends precisely one hour after it has begun. If a client is not ready to begin promptly they will forfeit any time that passes between the scheduled start time and when they make themselves ready to begin training.
- G. An appointment does not necessarily constitute a "workout". Your Certified Personal Trainer will gladly cover all aspects of The Kennedy Fitness Program during each appointment as you (the client) wish and as time allows. For example; if you (the client) choose to discuss nutritional information for the entire 60 minutes of the appointment then you will be unable to exercise during that appointment as there would be no time remaining.
- H. All scheduled appointments require a **minimum** of 24 hours notice to be cancelled or rescheduled. If the client fails to give a minimum of 24 hours notice they will forfeit the appointment without a refund.
- I. At Kennedy Fitness, LLC we recognize and acknowledge that sometimes things happen that are out of your control. If you (the client) feel that the event that caused you to miss your scheduled appointment was *unforeseeable and out of your control*, you may submit a written request for a re-scheduling of the appointment within seven days of the originally scheduled and forfeited appointment. Examples of unforeseeable and uncontrollable events that **may** allow for a re-scheduling of the forfeited appointment could be as follows: death of an immediate family member, awaking ill the morning of an appointment, or severe last-minute transportation issues (i.e.: flat tire or "dead" battery discovered within one hour of the appointment), etc...
- J. Kennedy Fitness, LLC reserves the right to adjust future training rates with or without notice. Kennedy Fitness, LLC also reserves the right to offer temporary sales and promotions at any time.

Initials: _____