

# Personal Training Participant Policies & Procedures Manual

Revised 4/19/2007

## Program Goals

The goals of the Personal training program are as follows:

- provide a safe and fun exercise environment for participants to reach and maintain personal fitness goals;
- provide a variety of information and services that meet the participant's needs;
- communicate the benefits of a healthy and active lifestyle;
- to provide trainers who are excited, motivated to train, constructively challenge participants, and provide excellent customer service.

## Facility

### Appropriate Identification

All patrons must present proper identification to enter the Fitness and Wellness Center. Patrons will not be admitted to the facility without proper university identification. Any patron who makes an appointment for a personal training session and does not bring their university identification will be denied access to the facility and will be charged for the missed session.

### Non-EKU/Campus Recreation Trainers

Individuals not employed by Eastern Kentucky University Campus Recreation as a personal trainer or departmental employee/independent contractor but acts in the capacity of a trainer are not permitted. This includes regular or repetitive meetings, one-on-one instruction, exercise prescription, modification, technique instruction (in any modality) and any job function typically associated with personal training or working with members/guests of the Fitness & Wellness Center.

EKU Campus Recreation manages the Fitness & Wellness Center and this policy is enforced to reduce risk of injury for patrons. Campus Recreation has interviewed, evaluated and hired individuals who have the required credentials to perform personal training functions.

### Fitness Lab

The Fitness and Wellness Center's Fitness Lab is located on the 2<sup>nd</sup> floor of the facility. The lab will allow for a private and confidential area in which the client and trainer can conduct fitness assessments as well as other training procedures. Training sessions will be held in the Fitness Area on the second floor of the Fitness and Wellness Center or in other appropriate locations as determined by the trainer and Assistant Director of Campus Recreation-Fitness. Clients can secure personal belongings in a day use locker located on the main floor

## Personal Training & Assessment Information

### Patron Eligibility

All students, faculty and staff who have paid any necessary fees and have access to the Fitness and Wellness Center are eligible to participate in fitness training sessions and/or assessments. Guests of students, faculty and staff are not permitted to purchase personal training sessions or full assessments. In accordance with Fitness and Wellness Center's building policy, participants under the age of sixteen (16) are not permitted. Patrons must follow all posted rules in the Fitness and Wellness Center, Eastern Kentucky University student handbook, Fitness and Wellness Center Participant Policy Manual and Personal Training Participant Manual.

### Fees

Training Session: \$ 20/session

Buddy Training Session: \$30/session (limit 2 individuals per group)

Personalized Workout To-Go: \$15/workout

Single Assessment: Free

Clients who purchase one training session will receive one free full assessment that will be conducted prior to the first training session. Fees are subject to change, please contact the Fitness & Wellness Center to confirm costs of services.

### Appointment Cancellation

Cancellations must be made 24 hours in advance in order to reschedule or receive a full refund. **If the cancellation is less than 24 hours of the scheduled time the training session and the money are nonrefundable.**

**The trainer is required to wait 15 minutes for the client to show up for the scheduled appointment. If the client fails to show up for the scheduled appointment, the appointment and fee(s) will be forfeited.** If the client is late for the appointment the trainer is not obligated to make up the missed time. For example, if the client is 15 minutes late and arrives for the appointment the session will only be 45 minutes.

### Appointment Confirmation

**All personal training service related appointments must be confirmed by the trainer and client no later than 24 hours prior to the scheduled appointment.** If the appointment is not confirmed or is not confirmed within this time frame the trainer may not be available to meet for the appointment. It is the responsibility of the client and the trainer to communicate in an effective and timely manner in confirming appointments.

### Refund Policy

All training sessions or services must be purchased in advance. Patrons requesting and obtaining a refund of any remaining session or sessions will be charged a \$20 service fee. Refund requests require a 48 hour written notice. Refunds can be picked up in the Campus Recreation Main Office or mailed; please allow for 7-10 business days for refund checks to be issued and mailed.

### Expiration Date Policy

All training sessions or services must be purchased in advance. All sessions must be used in their entirety within four (4) months from the date of purchase. Any sessions remaining after the four (4) month period will be considered expired and nonrefundable.

### No Show Clients

Clients who do not cancel appointments within the designated time (i.e. 24 hours in advance) & do not show for the scheduled appointment will not be reimbursed for the missed session.

### Participant Attire

Participants must wear clothing and shoes conducive to the exercise(s) being conducted. Non-marking athletic shoes only in the Group Fitness Studio; no boots, shoes with metal buckles, flip-flops, etc. are permitted. Clothing with an offensive, derogatory or sexual nature is not permitted. Participants who are dressed inappropriately will be asked to adjust as needed or asked to leave the facility.

### Client to Trainer Ratio

In order to provide safe, fun and an effective workout session for the participant, the training session will be limited to one client per trainer per session.

### Appointment & Payment Timeline

All payments must be made 24 hours in advance in the Campus Recreation main office. All payments must be prepaid; services will not be rendered without prior payment.

Clients and trainers must sign-in at the beginning and end of each training session. The sign-in sheets will be signed by both the trainer and the client in order to verify services rendered.

### Disclosure Statement

Campus Recreation and the employees of Campus Recreation do not release, sell or distribute any personal information obtained during the assessment and/or training process to third parties. Participants may disclose personal and private information regarding their health and physical status. Trainers must maintain the confidentiality of these conversations with the participants at all times. Trainers

must first ask and be granted the permission of the participant to disclose any of the information originally given to the trainer.

#### Producing University ID

To enter the Fitness & Wellness Center prior to the start of the training session patrons are to have their EKU ID. Entrance to the facility requires this ID. Patrons who have a training session appointment and do not have their EKU ID will not be admitted to the facility and any or all portions of the training session will not be refunded or made up by the trainer.

### Other Program Information

#### Assessments

A full assessment will evaluate muscular strength or endurance, flexibility, body composition, resting blood pressure, resting heart rate, sub-maximal cardiovascular fitness and height and weight measurement and is included in the cost of a personal training session. A single assessment will evaluate one of the following: height/weight measurement, blood pressure, body fat percentage or flexibility. Single assessments are free of charge for students, faculty and staff. Appointments for assessments are required; appointments must be made at least 24 hours in advance.

#### Initial Consultations

The initial consultation will be used to build a personalized program for the client and to allow the trainer to provide a more individualized fitness prescription.

#### Assignment of Clients

Clients are assigned to trainers by the Assistant Director of Campus Recreation-Fitness based upon trainer/client availability, client need, etc. while adhering to the preferences of the trainers for clients as well as the preferences of clients for trainers. It is essential that the trainer notifies the Assistant Director of Campus Recreation-Fitness and all clients when they will be away from their regular schedule as soon as possible.

#### Trainer Certifications &/or Credentials

All trainers are required to be CPR and First Aid certified. Trainers must maintain CPR and First Aid certification throughout their employment with Campus Recreation.

All trainers must obtain or be sufficiently making progress towards a four year degree in fitness and/or national certification from an accredited organization such as American College of Sports Medicine (ACSM), Aerobics and Fitness Association of America (AFAA), America Council on Proficiency in Exercise (ACE), National Strength and Conditioning Association (NSCA), National Council of Strength and Fitness (NCSF), or Cooper Aerobics Institute. Trainers must possess and demonstrate proficient program design skills and proper spotting techniques.

### Public Relations

Participants are encouraged to make suggestions and register any complaints or problems they may have. Please contact Jessica Gernert, Assistant Director of Campus Recreation-Fitness at 859-622-1244 or via email at

[Jessica.gernert@eku.edu](mailto:Jessica.gernert@eku.edu)

### Client Evaluations

Client evaluation forms will be available for the client to evaluate their training session(s) with the trainer. These forms will be used to provide feedback on the training experience.

### Subject to Change Notice

All Personal Training services policies and procedures are subject to change on short notice. Please contact Campus Recreation-Fitness for more information.