Evolved Trainer Training Program

Section 5: Contracts and Payments

- 1) In what unlikely situation would the trainer need to complete an Evolved Personal Training contract?
 - A) The client(s) wish to add a training day.
 - B) The client(s) wish to drop a training day.
 - C) The client(s) wish to change their method of payment
 - **D)** A & B
- 2) When reviewing the Evolved Personal Training contract, what do the sections consist of?
 - A) Location, date contract is completed, all clients participating in training sessions, length of agreement, auto renewal, one-time set up fee, premium membership, method of payment; refunds/prorating policy, cancellation policy, no rollover policy, and termination policy
 - B) Location, date contract is completed, all clients participating in training sessions, length of agreement, auto renewal, one-time set up fee, premium membership, method of payment, refunds/prorating policy, non-transferability policy, cancellation policy, partner/small groups, no rollover policy, termination policy, referral program, released of liability, and signatures of the client(s) and trainer
 - C) Date contract is completed, all clients participating in training sessions, length of agreement, auto renewal, one-time set up fee, premium membership, method of payment, refunds/prorating policy, cancellation policy, and termination policy
 - D) Date contract is completed, all clients participating in training sessions, length of agreement, one-time set up fee, method of payment, partner/small groups, termination policy, referral program and released of liability, and signatures of the client(s) and trainer
- 3) What does the auto-renewal section consist of?
 - A) Start date of the training sessions, and price per person per month
 - **B)** Start date of the training sessions, price per person per month, any discounts involved, and if the first month is prorated
 - **C)** Start date of the training sessions, any discounts involved, and if the first month is prorated
 - D) Price per person per month, any discounts involved, and if the first month is prorated

4) All Evolved clients are required to put a debit or credit card on file. TRUE / FALSE 5) Evolved Personal Training does issue refunds for unused training sessions or any other products of services. TRUE / FALSE 6) Evolved Personal Training will allow clients to prorate their following month's reoccurring % the cash value of unused sessions from the previous month. All sales are final. **A)** 20% **B)** 25% C) 50% **D)** 75% 7) If a client is unable to make it to their training session, they should notify Evolved Personal Training via the Evolved training app or contact the facility of the training session via phone call. Sessions canceled within the ____-hour cancellation period for the sole reason of **A)** 5 **B)** 24 **C)** 12 **D**) 6 8) If the client(s) arrive late, client(s) shall receive training for remainder of client(s) session allotted time with no adjustment to payment. TRUE / FALSE 9) Clients absent to regularly scheduled training sessions agree to forfeit said sessions unless pre-written agreement has been made with said client, group members, and owner of Evolved Personal Training. TRUE / FALSE 10) Evolved Personal Training allows rollover of unused monthly sessions. TRUE / FALSE

11) Termination of autorenewals must occur in person to staff or owners by signing termination documentation prior to the 1 st of the following month. No reimbursement may be issued for dilatory actions on part of clients.
TRUE / FALSE
12) The released of liability covers the of liability.
A) clientB) trainerC) facilityD) All the above
13) What system does the Evolved Payment System run through?
A) EnvoyB) CloverC) Loyalzoo Payment Processing ServiceD) Trainerize
14) A valid is required to create a customer's profile in loyalzoo.
A) phone numberB) mailing addressC) email addressD) A & C
15) After creating a client's profile, click the pencil button next to the client's name in loyalzoo. Here you can see the client's information. Under the address tab, you should
A) Fill in the client's mailing address.B) Type in the address for the location in which the client trains.C) Fill in the client's date of birth.D) Fill in the client's emergency contact information.
16) For monthly auto-withdrawal payments, the frequency should be every and the selective start date should be the
 A) month, first of the month B) week, first of the month C) two weeks, fifteenth of the month D) month, fifteenth of the month

17) Once confirming all information has been inputted, from the client's profile you can see the reoccurring payment is set up for billing.
A) weeklyB) bi-weeklyC) monthlyD) bi-monthly
18) From the client's profile, you can see the option to payments.
A) pauseB) editC) stopD) All the above
19) You can take a one-time payment in Loyalzoo.
TRUE / FALSE
20) If a client was to start training half-way through a month, take a one-time payment, then set their reoccurring payment to start the of the following month.
A) firstB) fifteenthC) twentiethD) twenty-fifth
21) All payments should be documented and placed within the basket on the manager's desk. At no time should a client's payment stop, change or be edited without the manager's consent.
TRUE / FALSE

Answers:

- 1) **D**
- 2) **B**
- 3) **B**
- 4) TRUE
- 5) FALSE
- 6) **C**
- 7) A
- 8) TRUE
- 9) TRUE
- 10) FALSE
- **11) TRUE**
- 12) D
- 13) C
- 14) D
- 15) **B**
- 16) A
- 17) C
- 18) **D**
- 19) **TRUE**
- 20) A
- 21) **TRUE**