



L.G. Fitness' Policies

Thank you for becoming a client with L.G. Fitness!

In order to ensure an optimal environment for everyone and a productive coach/client relationship, there are a few policies you, the client, should be aware of.

Session Cancellation and Lateness

You are required to give at least 24 hours notice to cancel or reschedule a session. If you don't, you may not be refunded or may be required to pay before you have another session. Your coach might choose to forgive the cost, but this isn't guaranteed at any time.

Your session will end at the scheduled time unless appropriate arrangements are made to extend the session. You are responsible for arriving on time and remaining on task in order to complete your full scheduled session, and you are responsible for the full cost.

Behavior and Conduct

Legal and respectful behavior is expected and required from you; your coach will provide the same. No threats, harassment, or assault will be tolerated. Racism, sexism, body/fat shaming, etc aren't tolerated, nor is discrimination of protected classes.

You are expected to be respectful and careful of equipment, property, and other people. If you are not, you may be liable for the costs of anything you damage, or held responsible for any injury or threats to safety that you may cause. If you exercise or do your sessions elsewhere, follow the rules at that location.

Put away your equipment and clean up your messes before leaving.

Please be considerate of your coach's and other clients' time. Always communicate respectfully. Your coach will not guarantee response during non-business days or hours. Emails or texts are preferred, and your coach will try to respond by next business day.

Refunds and Payments

Payments are required no later than the time of service. Payment plans, prepay, and bulk purchase may be available. Refunds etc. are not guaranteed, with the exception of the coach failing to provide a service at their own fault without sufficient notice or communication.

There are no refunds on digital content.

If sessions or packages are prepaid, they should be used or scheduled within six months or they may no longer be available and might not be refunded. Subscriptions or automatic payments should be canceled at least three business days before the next payment.

Your coach will make efforts to give at least 14 days' notice before any price increases.

Cancellation of Services

Your coach has the right to terminate your coach/client relationship at any time, as do you. Service can be refused for any reason aside from discrimination against a protected class. Refunds on prepaid or unused sessions, programs, etc. are not guaranteed in the event of termination. If you feel your situation merits an exception, communicate with your coach.

Pictures, Video, and Social Media

Do not take or share pictures or videos of others without permission. Shame, harm, and harassment caused by these pictures or videos won't be tolerated.

Your coach might take videos or pictures of you and might post these on social media; please let them know if you're uncomfortable with this, or do not want pictures or video shared publicly. Conversely, if you wish to be tagged or identified, please let your coach know.

There may be security cameras on site, for the safety of people and property.

Dress Code and Hygiene

For in-person sessions, clothing should be appropriate to the activities being done. For exercise, clothes should allow for and not hinder exercise and movement. Close toed shoes are usually recommended. Firm soled shoes are usually better for lifting weights, as they are more stable. Makeup and jewelry shouldn't interfere with the activities or threaten safety.

Clothes should, at minimum, fully cover privates and buttocks at all times, and a top of some sort should be worn. If you have breasts, they must remain securely in your sports bra or top and your nipples must remain covered.

Reasonable hygiene and cleanliness is also required for in-person sessions. If you have significant unpleasant body odor, smelly clothes, skin infections, etc. you may be asked to leave or to fix it before your next session. Do not come in if you are sick.

Privacy

There is no confidentiality protected by law for clients of personal trainers and nutrition coaches. However, you have certain rights and reasonable expectations for privacy. Your coach also values your privacy, safety, and comfort.

Your private information such as address or means of contact will not be shared except for referral purposes, and the same information will not be sold. Medical information you provide will not be shared with identifying details without express permission.

Some things may be shared publicly without identifying information.

Medical

You are responsible for your own medical conditions, injuries, and health. If you do not disclose something, claim you have been cleared by your provider when you have not, or otherwise omit or mislead, you are responsible for any adverse outcomes that may result.

Feedback and Reviews

Please bring any concerns or problems to your coach. Your coach wants to resolve things when possible, and is highly responsive to respectful and mature communication.

Positive reviews and testimonials are always highly appreciated, including on Facebook, Google, and Yelp. If you would like to provide a testimonial for the L.G. Fitness website, please provide your coach a brief blurb; the blurb may be edited for clarity, grammar, and length. The testimonial may include your first name, age, and a picture.