



## Transition Coach Canada Policies and Waiver for Online Offerings

Transition Coach Canada is offering DDPY Classes (as well as other classes, seminars, interactive discussions) online. Transition Coach Canada (in conjunction with scheduling software Acuity Scheduling and Square), will collect personal information from you in order to:

- a. Contact you directly for any announcements or changes
- b. Register you and receive payment from you for online offerings.
- c. Understand some of your goals and desired health directions (optional on intake form)

Transition Coach Canada will not distribute, sell, give away any of your personal information to anyone.

Acuity Scheduling is an independent provider (subsidiary of Squarespace) and takes the security and privacy of your information seriously. They don't market customers or share your information with others. For a complete description of Acuity/Squarespace Privacy Policy, please visit: <https://www.squarespace.com/privacy>

For payment online, Transition Coach Canada uses integrated billing through Acuity Scheduling and Square. Square is third party software with a high level of security and privacy. For further details on how Square respects your privacy and works hard to protect your personal information, collect, store, use and protect your personal information, please visit: <https://squareup.com/help/ca/en/article/3796-privacy-and-security>

If for any reason, you are not willing to pay for services online, please contact Marcel Doré at email: [marcel@transitioncoach.ca](mailto:marcel@transitioncoach.ca) and Transition Coach Canada will make every effort to find an alternate solution.

The Live Video platform that will be used for Live online classes is Zoom. For a list of Zoom FAQs, please visit <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions>

**THERE IS NO COST TO THE CLIENT/STUDENT FOR Acuity Scheduling, Square or Zoom.** Costs are for participation in Transition Coach Canada DDPY Classes as well as other classes, seminars, interactive discussions online.

### **Cancellation Policy:**

Clients/students will have the responsibility to book themselves into a class as well as to cancel their attendance prior to the start of the class. If an appointment is canceled by the account admin or the client/student prior to the start of the class (who has used a package code), credit for the appointment will go back onto the package code on the client's account.

Refunds/credits will not be provided for individual classes (e.g. no-show) or for monthly subscriptions. Clients/students may cancel a monthly subscription at any point (month to month) and the subscription

will expire at the end of the paid month. No refund will be given for remaining days of a monthly subscription, however, access will continue until the end of the paid period.

For any extenuating circumstances, please contact Marcel Doré at email: [marcel@transitioncoach.ca](mailto:marcel@transitioncoach.ca) and Transition Coach Canada will make every effort to find an alternate solution.

### **CLIENT/STUDENT UNDERSTANDING (WAIVER) of Medical/Physical Fitness:**

1. I am participating in DDPY classes, trainings, programs or workshops offered by Marcel Doré and/or other Certified DDPY Instructors, during which I receive information and instruction about healthy and safe practice. I recognize that these classes and workshops may require physical exertion, which may be strenuous and could result in physical injury, and I am fully aware of the risks and hazards involved.
2. I understand that it is my responsibility to consult with a healthcare practitioner prior to and regarding my participation in classes, trainings, programs and workshops. I represent and warrant that I am physically fit and I have no physical condition that would prevent my full participation in these classes, programs, and workshops.
3. I agree to assume full responsibility for any risks, injuries or damages, known or unknown, which I might incur as a result of participating in the program. **I agree to inform my instructor/teacher of any physical limitations, physical discomfort and/or injuries before or during classes**, and I take full responsibility for nondisclosure.
4. In further consideration of being permitted to participate in classes, trainings, programs and workshops, I knowingly, voluntarily and expressly waive any claim I may have against **Marcel Doré and/or Certified DDPY Instructors** for injury or damages that I may sustain as a result of participating in this program.

If you have any concern, or doubt about your medical/physical fitness ability to participate in DDPY classes with Transition Coach Canada, please contact Marcel Doré MD at email: [marcel@transitioncoach.ca](mailto:marcel@transitioncoach.ca)

and/or consult with your Health Care Practitioner

and/or Complete the *The Get Active Questionnaire*, developed by the Canadian Society for Exercise Physiology (CSEP), is intended to easily screen-in the majority of Canadians to safely participate in physical activity and exercise. The Questionnaire is for all ages to help move individuals along the path to becoming more physically active.