



PROGRAM INFORMATION AND POLICIES

The following information will provide you with important program policies. Before getting started, please read and sign this form so that we can be sure that you have been provided with and understand this information.

* **PAYMENT**

Payment for sessions must be made **in advance** of meeting with your trainer.

All clients must check in at the CSD prior to the personal Training/Private Swimming Session to receive a receipt for services rendered. The receipt must be given to the trainer prior to the session as proof of payment.

CLIENT INITIALS (_____)

* **TARDINESS**

All clients and trainers are encouraged to be prompt. If a client arrives late, this time will be deducted from the session; contrarily, if a trainer arrives late, the amount of time will be added for an extended session. Please be advised that trainers are required to wait 15 minutes for a scheduled client, after which time the session is subject to cancellation and clients will be charged for a full session. (_____)

* **CANCELLATIONS**

In order to cancel or reschedule an appointment, you must contact your trainer at least 24 hours in advance of the scheduled appointment or you will be charged for that session. Similarly, if a trainer does not contact you at least 24 hours in advance to cancel or reschedule an appointment, you will receive a complimentary session. (_____)

* **REFUNDS AND CREDITS**

The Chicago Athletic Clubs do not offer refunds or credits, and personal training sessions are non-transferable, so please be sure that our services will match your needs before committing through payment.

All payments are final. (_____)

* **EXPIRATION DATE**

All Chicago Athletic Club personal training sessions and/or packages have an expiration date of 12 months from the date of purchase. After the expiration date, any remaining sessions will be invalid. (_____)

* **CONFIDENTIALITY AGREEMENT**

Both trainer and client agree that any information obtained during any training session will remain confidential and proprietary; this confidentiality will extend beyond the length of the client/trainer relationship. (_____)

I have read and will comply with the above information.

Name (please print) _____

Signature: _____ Date _____

Trainer Signature _____