**Flight101 Health and Fitness Policies and Procedures**

**What are your policies and procedures regarding training?**

**PAR-Q & Medical Clearance:**
A medical clearance form is required of all participants who answer “yes” to any of the seven PAR-Q questions. Note: Flight101 training staff reserves the right to require medical clearance from any client they feel may be at risk.

**Session Duration:**
All personal training sessions are forty-five minutes to one hour depending upon what your trainer is attempting to accomplish during the session. Training sessions may from time to time be cut short for reasons beyond the control of Flight101 staff. Any session less than 30 minutes in length will count for half of a session (not applicable on a Athlete Assessment, One on One purchase or Partner package 1 on 2 purchases).

**Attire:**
Come prepared to each training session in proper workout attire and footwear (shorts, gym pants, T-shirt, sweatshirt, supportive sneakers). Participants arriving unprepared for their training session will lose the session.

**Late Policy:**
Clients are responsible for arriving on-time to their training sessions. Trainers are obligated to wait only 15 minutes (10 minutes for 30-minute sessions). After 15 minutes (10 minutes for 30-minute sessions), the trainer is not required to lead the remaining time of the session and the session may be lost.

**Cancellation Policy:**
Clients are asked to call 24 hours in advance of the scheduled training session. You will be charged for appointments cancelled with fewer than 24 hours notice. Failure to contact your trainer at (330) 256-1093 or (330) 224-1829 will result in a session loss.

**Package Expiration/Refund Policy:**
Individuals registering for personal training must complete all personal training sessions by the end of the client’s eligibility to participate in the program or by the expiration date of the training package, whichever comes first. All personal training packages expire six (6) months from the date of purchase. All packages are non-refundable/non-transferable.