

## Client/Practitioner Agreement

This agreement ensures that the role of the practitioner to client and client to practitioner is clearly appreciated and understood. **This agreement must be signed prior to beginning the training sessions.**

To keep this program running smoothly, we would like to outline the following **client responsibilities**:

1. The training fee must be paid at the beginning of each session, or when purchasing a package of sessions. This entitles the client to a one hour (60 minute) training session (based on purchase), which will include exercise counseling and prescription.
2. Complete all forms in the packet provided and email or mail to ABATES. Failure to do so may result in delayed initial consultation. **These completed forms will be used in establishing your baseline and are entirely confidential- as are all of your sessions.**
3. Be on time for meetings with your practitioner. Typically each session is 60 minutes; however a more flexible length can be established. The time of sessions is to be agreed upon between the practitioner and the client.
4. If the client is late, the session will only last until the end of the hour that the session was scheduled.
5. Any tardiness of more than fifteen minutes, or absence without proper notification, will result in the loss of the session and being **charged in full**.
6. If a session needs to be cancelled for any reason other than an emergency, a 24-hour notice must be given. Failure to do so will result in the client forfeiting the session and no payment reimbursement will be granted.
7. No roll-over sessions or refunds will be granted, except for medical reasons, which must be endorsed by your physician.
8. It is recommended that you bring a water bottle (NO GLASS BOTTLES) to every session, however, there is a water cooler available. A towel will be provided at each session.

### **PRACTITIONER RESPONSIBILITIES:**

1. The practitioner will provide all client's with the motivation, education, guidance, and individual instruction required to achieve their personalized fitness/athletic training/ergonomic goals.
2. The practitioner will design a safe, effective program on an individual basis that reflects the client's objectives, fitness level, and experience.
3. If the practitioner is late for a session, that time is owed to the client at no additional charge. However, based on availability, the session may need to be rescheduled to a different day/time.
4. Once you have purchased a personal training package, a practitioner will contact you within the next 3 days either by phone or email.
5. The practitioner will maintain an open line of communication throughout the course of service.
6. If there are any problems, concerns, or issues that arise, please contact us by mail, email, phone, or in person to resolve the matter. We pride ourselves on providing the highest level of customer care.

An additional service we analyze your nutritional habits through the Calorie Intake Sheet. At your convenience you may bring this form to your practitioner for analysis. Try to be as specific as possible on these forms; for example, log the brand names, quantities, preparation (fried, microwave, grilled, etc), and added condiments (butter, salt, etc). If you have any questions about the forms, please ask your practitioner. Please note that our practitioners are not dieticians and only general nutritional information will be given.