



## Personal Training Program Policies and Procedures

### Facility access

- All personal training clients must access the facility with a University issued Identification Card (ID) or an ID of some sort. No preferential treatment regarding facility access will be given to personal training clients at any time.
- Clients must adhere to all facility access policies and procedures as outlined by Regis University and the department of Wellness and Recreation. (see Fitness Center Policies and Procedures for more information)

### Personal training service options and purchasing

- All Personal training sessions are 1 hour in length.
- Packages expire by the date written on the form. This is two weeks following when the last session will occur.

### Trainer/client communication and relationship

- All verbal and written communication must be handled in a professional manner by both the personal trainer and client. Communications via Facebook, Twitter or another form of social media are considered against Wellness and Recreation policies and procedures. Texting is also discouraged form of communication.
- Both the personal trainer and client will display appropriate behavior at all times, refraining from discussion, behavior or actions that would be considered unprofessional, inappropriate (e.g. harassment) or uncomfortable.
- Clients are encouraged and expected to provide personal trainers with feedback before, during and after sessions. Clients are also encouraged to fill out the "exit interview form". If a problem arises, or the client has questions or concerns about anything relating to their personal training, the client should directly communicate these to their personal trainer first and if nothing is resolved then he/she may go to the Coordinator of Fitness and Wellness.

### Session cancellation and rescheduling

- The client must notify the personal trainer, not a 3rd party (e.g. fitness center front desk staff), 24 hours prior to a session if he/she wishes to cancel or reschedule. If a 3rd party, not the trainer, is notified within the allotted 24 hours, the session will be considered a "completed session". A "completed session" means the session is treated as if the service has been received, and the client loses this session.
- As above, the personal trainer will notify the client 24 hours prior to a session if he/she wishes to cancel or reschedule.
  - In cases of illness or injury the above policies will be flexible.



- Personal trainers are required to wait 15 minutes for clients. After 15 minutes, the session is considered a “completed session”.
- Sessions starting late due to late client arrival will still be completed within the one hour from the originally scheduled start time. For example, if the client is 15 minutes late, 15 of a 60-minute session have already been completed.

### **Supervised Athletic Team Workouts Policy**

- Regis University Wellness and Recreation prohibits any supervised, formal organized workouts by any individual, group or team that is not part of Wellness and Recreation programming. These groups may include varsity level athletic teams, student organizations, community groups, etc. This means that there cannot be a coach or non-Wellness and Recreation personal trainer present, supervising these specific workouts within the fitness center. There are no exceptions to this policy.
- Wellness and Recreation does not exclusively rent the fitness center or fitness activity areas to any individuals, organizations, teams or groups during operational hours. If you wish to reserve the facility outside of operational hours your department or group may be subject to a small fee and you must sign the “Fitness Center Policies and Procedures” form.
  - Regis University academic classes will receive different consideration is the reason for using the fitness center is to enhance RU students academically.
  - Wellness and Recreation encourages academic classes to utilize the fitness center during low utilization periods when brining a class in.
  - Academic Classes wishing to reserve the fitness center must sign the “Fitness Center Policies and Procedures” form.
- Any RU fee-paying student is eligible to use the fitness center and fitness activity areas. In this case a student who is part of a team or group may enter the RU Fitness Center to work out. This student may even have a specific workout to follow. However, at no time should most or all team members be present, nor the coach during the workout, e.g. RU Athletics coaches.

### **Non-Staff Personal Training Policy**

Regis University Wellness and Recreation policy prohibits any group or individual outside of the department from delivering personal fitness training or programs to participants or clients in Wellness Recreation facilities or fitness activity areas. This policy also precludes these individuals/groups from recruiting clients within Wellness and Recreation facilities and fitness activity areas.