

## **Personal Training Program Policies and Procedures**

### **Facility access**

- All personal training clients must access the facility with a university issued identification card. 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 the University of Colorado at Colorado Springs and the department of Campus Recreation

### **Personal training service options and purchasing**

- Personal training sessions (4-, 8- 12- and 18-session packages) are 1 hour in length
- Specialized personal training one-on-one sessions, e.g. kettlebells, TRX and heart rate training, are 30 minutes in length
- Purchased packages are non-refundable
- Purchased packages expire 6 months from purchase

### **Trainer/client communication and relationship**

- All verbal and written communication must be handled in a professional manner by both the personal trainer and client. Communication via Facebook and Twitter are considered against program policies and procedures. Texting is discouraged
- 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. If a problem arises, or the client has questions or concerns about anything, the client will directly communicate these to the personal trainer first

### **Session cancellation and rescheduling**

- The client must notify the personal trainer, not a 3<sup>rd</sup> party, 24 hours prior to a session if he/she wishes to cancel or reschedule. If a 3<sup>rd</sup> 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 rendered, and the client pays for 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
- 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 has already been completed

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

Campus Recreation prohibits any supervised, formal organized workouts by any individual, group or team that is not part of Campus Recreation programming. These groups may include varsity level athletic teams, student organizations, community groups, ROTC, etc. This means

that there cannot be a coach or non-Campus Recreation personal trainer present, supervising these specific workouts within the fitness centers. There are no exceptions to this policy. Campus Recreation does not exclusively rent the fitness center or fitness activity areas to any individuals, organizations, teams or groups.

Any UCCS 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 UCCS Recreation Center and 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. UCCS Athletics coaches, ROTC.

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

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