



HEALTH & FITNESS COACHING POLICIES

PURPOSE:

The purpose of these policies is to manage expectations and communications between you, the Client, and the Coach.

OBJECTIVES:

The Coach is committed to:

- developing & modifying an individualized Health & Fitness Coaching program designed to meet the agreed upon goals of the Client;
- demonstrating the principles and form of the program;
- working alongside you in the discovery process, offering distinctions, posing questions to probe deeper levels of meaning, bringing knowledge and expertise to motivate you to achieve your goals safely.

RESCHEDULING/CANCELLATIONS:

I value my clients and want the best for you and I understand that sometimes life gets in the way of your best intentions. While your program will not be as successful as it could be if our appointments are inconsistent, if you need to reschedule an appointment I will do my best to accommodate your request. *If your request is made less than 48 hours prior to the appointment, you will be charged for the appointment at the applicable hourly rate.* A request to reschedule/cancel an appointment must be made by email to Lynda@LyndaPedley.com or by phone to 613-523-5665. I will confirm receipt of such emails or phone calls. Excessive rescheduling & cancellations, regardless of the notice time, will be discussed with you as your program will not be successful if your attendance is irregular. Failure to attend a scheduled appointment without notifying the Coach will result in the session being forfeited and you will be charged at the applicable hourly rate.

LATE ARRIVALS:

Punctuality is important to the Client and the Coach. If you arrive late, the session will end at the pre-scheduled time.

CLIENT VACATION/ABSENCES:

The Client will provide the Coach with two weeks notice of any absences and reschedule all pre-booked appointments that will be missed.

CLIENT ILLNESS:

If the Client is sick or injured, the appointment should be rescheduled according to the rescheduling policy described above.

COACH RESCHEDULING:

If it is necessary for the Coach to reschedule an appointment, this will be done with a minimum of 24 hours notice and the session will be rescheduled at the earliest convenience to the Client. If less than 24 hours notice is given

by the Coach, the appointment will be rescheduled at your convenience and you will be credited with a complimentary session at the Coach's expense.

COACH VACATIONS/ABSENCES:

The Coach will provide the Client with two weeks notice of any absences and reschedule all pre-booked appointments that will be missed. The Coach will design an extended program to cover the length of the absence.

DOCUMENTATION REQUIREMENTS:

The Client is required to complete the following documents before the first Health & Fitness Coaching session:

- *CSEP-PATH Get Active Questionnaire (GAQ)*. Sign & bring to your first appointment.
- *H&F_Release, Waiver and Assumption of Risk*: Bring to your first appointment signed by you and a witness.
- *Health & Fitness Coaching Policies*: sign & bring to your first appointment.

REFUNDS, FREEZES & TRANSFERS:

- Pre-paid Health & Fitness Coaching sessions are non-refundable and non-transferrable.
- If you become ill or injured and have been advised by your physician to temporarily discontinue physical activity, I will freeze any remaining Health & Fitness Coaching sessions for a period of up to 6 months from the original expiry date.
- If you show just cause for termination of the Health & Fitness Coaching program (e.g., moving from the city), the cost of any outstanding sessions of a pre-paid package will be refunded, minus a 20% processing fee.

PAYMENT for SERVICES:

- The Health & Fitness Coaching program sessions are pre-paid before beginning of the first session.
- Payment may be made by cash, Interact money transfer, or by cheque made to *Empowering the Whole Person*. A payment plan can be negotiated.
- All cheques returned by the bank unpaid will be charged a \$25.00 processing fee.

POLICY CHANGES and RATE INCREASES:

The Coach reserves the right to review and adjust the Health & Fitness Coaching Policies and fee schedule at least annually and will notify the Client accordingly. Pre-paid Health & Fitness Coaching Programs will not be affected by policy or pricing changes.

CLIENT SIGNATURE:

Name (print): _____

Signature: _____

Date: _____