

## CLIENT MEMBERSHIP INFORMATION

client id	password
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# urban monkeys

## Personal Training Policies and Procedures

### PERSONAL TRAINING OPTIONS

training program	monthly (standard)	quarterly (5% savings)	semi-annual (10% savings)	annual (15% savings)
1 time a week	\$240.00	\$684.00	\$1,295.00	\$2,446.00
2 times a week	\$433.00	\$1,234.00	\$2,337.00	\$4,415.00
3 times a week	\$609.00	\$1,735.00	\$3,286.00	\$6,207.00
4 times a week	\$778.00	\$2,217.00	\$4,201.00	\$7,934.00
5 times a week	\$953.00	\$2,717.00	\$5,148.00	\$9,724.00

ala carte	total cost
10 session punch card	\$570.00
single session	\$60.00
MAP assessment**	\$200.00

\*\* MAPs are required to begin personal training program. one-time fee (includes quarterly reassessments)

### PAYMENT TERMS

A \$25.00 one time membership fee applies to new members

Initial payment will be paid in full and a billing date will be set to the first of the month for those joining between the 1-15th, and the 15th for those joining between the 16-end of month.

Payments are due on the 1st or the 15th of the month and are automatically billed to client's account on file.

Declined credit cards and bounced checks will incur a \$25.00 fee.

Payments not received by the 5th or 20th of the month will incur a \$25.00 fee. Future appointments may be cancelled.

Changes to membership where sessions per week are decreased must be given in writing to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) at least 30 days before billing cycle renews. Failure to do so will incur a \$25.00 fee.

Clients may change or terminate automatic billing by writing to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) at least 30 days before billing cycle renews.

Notification of membership termination must be given in writing to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) at least 30 days before billing cycle renews. Failure to do so will result in automatic billing of one month at the current sessions per week.

### TERMS OF AGREEMENT

The client must complete and sign **Urban Monkeys Personal Training Intake Part I** and **Part II, Liability Waiver** and **Urban Monkeys Contract**.

### APPOINTMENT TERMS

All appointments are 40 minute duration and will not run over if client is running behind. If the personal trainer is running behind the client will receive a full 40 minute workout.

Any session not booked or unused will not roll over into the next billing cycle.

Personal training appointments must be cancelled 24 hours in advance. Appointments cancelled less than 24 hours or no showed will be forfeited. An additional appointment may be booked for \$57.00.

Muscular, Anatomical and Postural (MAP) Assessment appointments must be cancelled 24 hours in advance. Appointments cancelled less than 24 hours or no showed will incur a \$75.00 fee.

Cancellations due to illness could be subject to a \$15.00 fee to re-book the appointment.

Make up appointments due to work **travel/vacation/illness** must be booked by the manager. Client must provide written notice to [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) with the dates of future and/or past missed appointments.

### APPOINTMENT TERMS CONT'D

If client is unable to find an appointment time that fits his/her schedule the client must e-mail [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com) to be added to the wait list. Client will automatically be booked for the requested time if said time comes available.

### HOLD TERMS

**Long-term** holds can be placed at the end of a billing cycle and with 30 days notice by notifying in writing to the manager at [manager@urbanmonkeys.com](mailto:manager@urbanmonkeys.com).

- A hold between 4-6 weeks will incur a \$100.00 fee.
- A hold between 6 weeks and 3 months will incur a \$200.00 rejoining fee.
- A hold that exceeds 3 months will be subject to the Assessment fee that is in effect upon return.

**Vacation/work travel holds** will be granted upon written notification and approval of the manager:

- 1 or 2 sessions per week clients need to make up appointments by coming in 2 or 3 days per week within 60 days of return or before membership is due for renewal.
- 3 sessions per week clients will ideally make up appointments by coming in 4 days per week within 60 days of return or before membership is due for renewal. If it is not possible to come in 4 days per week membership will be extended the amount of time the client was gone. It is at the discretion of the manager to decide how appointments will be made up.
- 4 or 5 sessions per week clients will have their membership extended the amount of time the client was gone.

**Special case holds** may be granted upon written notification and approval of the manager:

- Medical or injury holds will extend the membership from the date written notification is received by the manager. A return date must be specified with the notification.
- Family issues and holds are at the discretion of the manager.

primary member signature	date
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urban monkeys

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