



YMCA of Newfoundland and Labrador Personal Training Policies

Cancellation Policy:

To cancel all unused personal training sessions, there will be a 50% cancellation fee applied to the unused sessions.

To cancel a personal training session, the participant is required to give notice a minimum of 24 hours in advance of the scheduled session start time. If this required notice is not given, the participant will use up one of the purchased sessions. * **Fees are not reimbursed or reduced for sessions missed due to absences.** If you are cancelling a session, please contact your personal trainer via email.

If the personal trainer cancels a session with less than 24 hours notice you will be entitled to a make-up session. *This does not apply to interruptions due to unscheduled maintenance, emergency closures, inclement weather, statutory or recognized YMCA holidays.*

Lateness Policy:

All training sessions will start and end on time. If a member is late for a session the session will still end at the agreed upon time. If a personal trainer is more than 15 minutes late for a session, the session will end on time and the member will receive an extra training session at no charge.

Session Expiry Policy:

All sessions expire one year from the date purchased.