

## **Fitnessology Client Guide** *(project secured through Kiar Designs)*

This manual has been prepared to inform you about Fitnessology Inc.'s philosophy and policies. It will outline the benefits provided to you a valued customer.

We hope this manual will help you feel comfortable with us. Your success is our success. Please ask questions, we will gladly answer them.

### **HIPPA/Privacy Standards**

It is the policy of Fitnessology, Inc. to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPPA) Standards for Privacy of Individually Identifiable Health Information. Any and all protected health information will be kept strictly confidential. Employees will not discuss clients with anyone except on a "need to know" basis with other Fitnessology staff in order to improve quality of care or measure results.

Protected Health Information (PHI) is a record that contains individually identifiable information. This includes information relating to individuals such as names, addresses, birth dates, telephone numbers, electronic mail addresses, and any unique identifying number characteristic, or code.

In order to ensure the security of your information and records, several procedures have been established:

- All scheduling must be done through attendant at front desk. This prevents other clients from viewing your name on a scheduling calendar and protects your privacy.
- Employees will not discuss client information. This includes name, health or fitness status, training program, and personal background.

We ask our clients to respect each other and maintain the same level of confidentiality outside our facility. Please do not discuss the clients you've seen here.

### **Amenities**

Our locker rooms are luxurious, clean, and private. We provide many personal care amenities including towels, hairspray, deodorant, and hair dryers. A key and locker are provided to protect your belongings. We apologize, but we cannot provide you overnight locker use.

### **Scheduling Appointments**

All appointments must be scheduled through the attendant at the front desk. Your trainer cannot schedule appointments for you.

### **Punctuality and Cancellations**

Your appointment begins immediately as scheduled on the hour or half hour. Clients who arrive late for training will not be compensated for missed time. This allows us to provide punctual service throughout the day and protects the value of everyone's time. We encourage you to arrive early and use the cardio equipment in the main lobby area while waiting for your trainer.

Clients may cancel appointments at least 48 hours from the date of any scheduled training to avoid being charged for that appointment. Clients who cancel within 48 hours or less of an appointment have seven working days to reschedule AND hold an appointment without being charged for the service.

## Dress Code

We require modest attire with full coverage of the main torso. Shirts must have sleeves—no tanks allowed. Pants are recommended. Clients electing to wear shorts must wear Spandex or other tight fitting material underneath a looser top pair.

Examples of acceptable attire:

- track suits
- jogging suits
- full or capri length running/yoga pants
- loose cotton shorts over Spandex shorts
- loose fitting t-shirts

Athletic shoes are required to use equipment. As a courtesy, we ask that you wear clean, dry shoes when operating any Fitnessology equipment. Water, salt, and debris can interfere with mechanicals or otherwise shorten the lifespan of the equipment. We recommend you reserve a pair of tennis shoes for facility use. At a minimum we ask you to bring an additional pair of shoes during inclement weather.

## Fragrance Free Environment

Fitnessology is a fragrance-free environment. Some customers may have allergies or sensitivity to perfumes or other scents. We ask our clients to refrain from applying perfumes or scented lotions immediately before a training session or at any time while inside the Fitnessology facility.

## Equipment Use

The cardio area near the front desk is available to you at any time during normal Fitnessology hours. You are free to drop in and use this equipment at your leisure. No appointment is necessary. Unfortunately, we cannot allow guests without a training appointment to use equipment in the other areas of our facility.

## Pricing

We offer 30-minute and 60-minute sessions with certified trainers. Our pricing structure is based on the education level of the trainer you are working with. Clients may choose to train with a partner and split the cost of any training session. Please see About our Trainers\* for information on education levels.

Level One:	\$30 half	\$60 hour
Level Two:	\$30 half	\$60 hour
Level Three:		\$75 hour

We also offer neuromuscular therapy (NMT) and massage therapy sessions.

NMT	\$40 half	\$75 hour	
Massage	\$40 half	\$60 hour	\$85 1½ hour

No gifts or gratuities are accepted. Prices are subject to change.

## **Payment**

All services must be pre-paid. A valid credit card number must be kept on file with us, but you may choose to pay by cash or check at time of service.

## **Team Trainer Approach**

Clients will work with several trainers. This is for the protection of our business and for the benefit of our clients. Clients who rely on one trainer are disadvantaged when that trainer is absent due to illness, vacation, or other cause. We also believe that change and variety are key to maintaining long-term fitness in both body and spirit.

## **Referral Program**

We believe you will receive such significant benefit at Fitnessology that you will be inspired to share your results with others. We appreciate your referrals.

If you refer one person and he/she comes in for an assessment, we will give you the opportunity to purchase a 10-pack of sessions at a reduced rate of \$50 per one-hour session. That's a savings of \$10 per session.

## **About our Trainers**

All our trainers are full-time employees with benefits. They hold, at minimum, a four-year degree in fitness, personal training, or a related field of education. Every trainer is also certified through the National Academy of Sports Medicine or other accreditation group. Employees receive two hours of ongoing education at Fitnessology weekly. They are also required to continue their education annually.

Session fees are based on the educational level of your trainer. Level one trainers are certified and have a fitness-related college degree. Level two trainers have advanced certification in nutrition, neuromuscular therapy, or a related program. Level three trainers are industry-certified master trainers and have achieved significant levels of education and experience.

Our trainers are accountable for your results. Trainers are responsible for measuring client process on a regular basis. Management reviews client results quarterly to ensure our customers are getting dedicated, meaningful service from our employees.

## **About our Philosophy**

Fitnessology is about feeling better about life. Our emphasis is on overall well-being. Our philosophy is grounded on three main components: exercise, nutrition, and natural healing. Within each of these areas, we offer personalized service based on your individual health and fitness goals.

## **About Your Commitment**

By seeking professional training, you have made a financial commitment to your health and well being. We hope you will take this opportunity to make a mental, emotional, and physical commitment to yourself as well. We ask that you be sincerely dedicated to the goal of overall well-being as long as you are in our care. Any health and fitness goal is going to take effort on your part.