

FAMILY FIT



The Art of Healthy Living

www.familyfit.com.au

Family Fit SERVICE POLICIES:

Payment for Services Rendered:

Some training and exercise time is lost each time a payment is processed at the time of an appointment. We therefore only accept payments by EFT, cheque, cash, EFTPOS or credit card prior to the start of the first session.

Re-scheduling Booked Group Classes: (Tai chi, Pilates, Active over 50's ETC.)

No re-scheduling or make-up classes are available for those clients who cannot attend a class or classes originally booked.

Re-scheduling Personal Training:

For appointments on Tuesday to Saturday, notification of a request to re-schedule has to be provided no less than 24 hours prior to your session time slot. For Monday appointments notification must be given by the preceding Friday at the latest. Notice must be provided in the form of a text message, voice call or voice message to 0414328828. Sessions cancelled with less than the prescribed notice will be forfeited.

Where notification has been provided within prescribed guidelines, Family Fit will do their best to negotiate a suitable new time. To ensure the relevancy of the preparatory work completed for the original session, any session re-scheduled at short notice, (IE less than 7 days before), must be taken by the end of the same working week.

If a client is unable to accept any alternative session options in that week then that session will be forfeited (A request for re-scheduling beyond the current working week, will only be accepted if a relevant personal medical certificate is provided)

Clients who provide 5 or more days notice will be given more flexibility with their re-scheduling options.

A re-scheduled session cannot be changed a second time unless at least 5 days advance notice is provided, or a personal medical certificate is provided.

Rebates for Fee Payments

Rebates are now available for our clients who are customers of Manchester Unity. Please identify your Health Fund so investigation can occur as to whether rebates may be available. Computer generated receipts are available upon request.

Discounts for Sessions

At least 6 sessions must be booked and paid in advance to receive discounted pricing. See the web site for more details. Even more significant discounts may be provided for clients wishing to continue long term training and will be negotiated to ensure very competitive rates eventuate.

Travel costs for Home Visits

These will be negotiated prior to commencement of a home visit cycle. As a guide, a charge of \$1 per minute will apply for average travel times in each direction. EG. If it takes us 20 minutes to reach your home, we will have to charge you \$20.

Pre-Screening, Program Development and Health Risk Management

All clients are required to complete a Medical History and have medical clearance prior to commencing exercise. A signed Waiver is required from each client reiterating safety and well-being issues surrounding exercise risks.

Clients are to be dressed in appropriately loose clothing for all training sessions. They should also bring water bottles. If clients are working under a medical plan involving epi-pens, ventilators or any other medical equipment, or medications, these must also be brought as per the instructions of their GP or specialist. Clients must dress appropriately for weather conditions on the day.

Family Fit– Mobile 0414328828– Email: robyn@familyfit.com.au

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Clients will provide feedback to help ensure each week's sessions address their particular health and fitness requirements.

Every session will begin and end with a warm up and cool down and stretching.

Every client's safety, health and well-being will be paramount. Therefore, high activity aspects of a session may be suspended or discontinued if there is any concern for the client's physical capabilities on the day.

All First Aid measures will be implemented as per Senior First Aid procedures, if and when required. Requests for medical assistance will be made through the usual channels; (generally via landline or mobile telephone). Whether a client has been involved in an accident or an incident arising out of a medical problem, it will be the prime responsibility of the client to organise follow up treatment following the incident.

All measures will be made to prevent accidents, however, each client must be aware of the risks they undertake when exercising. Medication such as epipens can only be administered to the client by their own hand. At no time will the trainer take responsibility to administer any medication or first aid, unless the client is unconscious and they have been informed by way of the client's medical plan as to the correct approach and timing.

For scheduled outdoor personal training sessions all attempts will be made to work around weather conditions. However, if a session is set for outside, unless clients receive a verbal message at least one hour ahead of time detailing cancellation or a change of venue, then the session will go ahead. IE clients may need to wear wet weather gear if conditions dictate.

Recommendations for homework in the form of additional exercises fitting in and around work schedules will be freely given. However, when away from Family Fit, how clients follow through on homework recommendations will be purely their responsibility in relation to safety issues and other environmental risks involved.

Copies of clients' progress and results up to final sessions will be filed. Clients and/or their medical practitioners will be handed this information whenever requested.

Clients will be asked to complete occasional statements offering their feedback and comments about the training to help other clients better understand how personal training and exercise systems work.

Code of Conduct

Clients will receive excellent care, attentiveness, professional assistance and motivation.

At no time will a client experience any form of physical, emotional, intellectual or verbal forms of bullying or overpowering behaviour. Similarly, at no time will any employee of Family Fit accept any form of physical, emotional, intellectual or verbal forms of bullying or overpowering behaviour by a client.

A core aspect of Family Fit's mission is to empower and build self esteem.

The expression of any disempowering opinions or comments concerning the trainer or other clients, whether present at the time or not, will result in the immediate termination of the session.

Negative or sarcastic comments cannot be allowed to destroy the positive tone and atmosphere that Family Fit works so hard to achieve

Policy Reviews and Review History

This Document was originally uploaded to our Web Site on 2/4/08. Policy reviews will occur from time to time. Modification dates will be note in this paragraph. This Policy was most recently modified 10/9/14