

Welcome to SOL Performance Training

SOL Performance is a fitness and wellness facility 100% dedicated to helping you learn the fundamental types of movement guaranteed to improve your performance now while fostering a lifetime of healthy, unencumbered movement. Our entire staff is committed to helping you reach your performance goals, and making your experience enjoyable!

Commitment & Refund Policy

COMMITMENT defined: *“That which is demonstrated in RESULTS. Commitment is simply doing “what’s required” to get the result you intend. A powerful declaration which ‘alters’ behavior.”*

SOL Performance’s Commitments to You

Performance Training:

During the first session, we will perform a comprehensive fitness evaluation and movement assessment to give you a baseline from which to quantify your progress. We will take the time to understand your performance goals, design a customized weekly program to catapult you toward your desired results, and continuously modify your program as you progress.

Small Group Training:

We will always limit training sizes to 10 total participants or less. Our purpose in limiting the size of our small group training is to ensure we can give each small group training participant individualized attention, and so that we can customize the session to each participant.

Your Expected Commitment to the Process

In order to achieve results, you must be 100% committed to the training services you’ve chose to achieve your fitness and/or wellness goal. Commitment means scheduling sessions regularly, showing up to scheduled sessions, working hard during training, and following the recommendations of your performance trainer or practitioner inside and outside of sessions.

Refund Policy

We are committed to providing only the best possible service to our clients. If you have committed to the process and are not satisfied with our services, we will be happy to issue you a refund for services not performed. If you have paid for a package, you will be refunded for unused sessions.

By signing below, you acknowledge that you have read and understand SOL’s Commitment and Refund Policy and agree to be bound by the above terms and conditions for the duration of your participation.

Name

Signature

Date

SOL Performance Client Information

Date of Birth: _____ Age: _____ Gender: _____

Mailing Address: _____

Phone: _____ Email: _____

Emergency Contact Name: _____ Contact Phone #: _____

1. Have you ever experienced the following: (Please Explain "Yes" Answers Below)

Any form of heart disease?	YES	NO	Shortness of breath or chest pains?	YES	NO
High Blood Pressure?	YES	NO	Smoking Habit?	YES	NO
High Cholesterol?	YES	NO	Diabetes?	YES	NO
Family history of heart disease?	YES	NO			

2. Are you currently taking any medication? (Please Explain "Yes" Answers Below) YES NO

3. Are you pregnant? YES NO

a. Have you recently given birth? YES NO If yes, when? Date: _____

4. Have you ever had an injury to the following body parts? (Please Explain "Yes" Answers Below)

Knees	YES	NO	Hip/Pelvis	YES	NO
Low Back	YES	NO	Foot/Ankle	YES	NO
Neck	YES	NO	Shoulders	YES	NO

Other: _____

5. If you answered yes to anything in questions 1-4, please explain using the space below:

What is the best time for you to train? MON TUES WED TH FRI

What is your fitness/athletic background? _____

What are your performance goals? _____

Informed Consent for SOL Performance

This document must be signed before you participate in your first performance training session.

Purpose and Explanation of Procedure:

- I hereby consent to voluntarily engage in a personal fitness program.
- I also give my consent to be placed in personal training activities which are recommended to me for:
 - Improvement of my general health and well-being
 - Favorable alteration of my body composition
- Personal training fitness activities may include but are not limited to strength training, cardiovascular, kinesthetic, and flexibility exercises.
- The levels of exercise I perform will be based upon my cardiovascular and muscular fitness.
- I will be given exact personal instruction regarding the amount and type of exercise I should perform.
- If I am taking medications, I have already informed SOL of their use.
 - If any medication use changes as a result of a doctor's advice or personal decision, I will inform SOL of any changes.
- I understand that it is recommended that I consult with my physician before starting any exercise program.
- I understand that personal training/performance/fitness services offered by SOL are not physical therapy services.
- I understand that if I have a contagious illness, I should cancel or reschedule my appointment or session.

Risks:

- I have been informed that during my participation in the above-described personal fitness training program, I will be asked to complete the physical activities unless symptoms such as fatigue, shortness of breath, chest discomfort or similar occurrences appear.
- I understand that there exists the risk of bodily injury, including but not limited to injuries to the muscles, ligaments, tendons and joints of the body. At this point, I have been advised that it is my obligation to inform SOL of my symptoms immediately

Rights:

- I have the right to participate in formulating and following through with my fitness program.
- I have the right to terminate my fitness program at any time.

By signing below, I acknowledge that I have read all of the above, and understand this document in its entirety.

Name

Signature

Date

Cancellation, Late, Reschedule, and No-Show Policies for SOL Performance Training

Dear SOL Performance Training Client:

We are thankful for the opportunity to help you set and achieve the fitness goals that will improve your overall wellness and quality of life. We promise you a personalized, exciting, and challenging experience. Out of self-respect for your goals, and out of respect for the time, energy and effort SOL's staff puts forth in creating the very best in health and wellness services, we ask for your cooperation in making the sessions you've scheduled a priority.

If you need to cancel or reschedule any appointment for any service at SOL Performance, we require 24 hours of advanced notice. Giving us at least 24 hours enables us to offer your former spot to another client and ensure that your trainer's time is put to good, productive use.

Below, we've listed exactly what you can expect if you cannot make an appointment.

LATE POLICIES:

If you are less than 15 minutes late and have contacted SOL to inform your trainer, you may complete the remaining time scheduled for your session.

If you are more than 15 minutes late and have not contacted SOL, we hold the right to consider your appointment a "No-Show." As per the no-show policy, we reserve the right to charge you for the full cost of the scheduled session.

NO-SHOW POLICY:

If you scheduled an appointment and do not come to your appointment, or if you arrive more than 15 minutes late to a scheduled appointment, we reserve the right to charge you for the full cost of the scheduled session.

CANCELLATION POLICIES:

If you need to cancel a session, you are more than welcome to do so, as long as you provide more than 24 hours notice before your scheduled appointment.

If you cancel within 24 hours of your appointment, we reserve the right to charge you for the full cost of the scheduled session.

RESCHEDULE POLICIES:

If you need to reschedule a session, you are more than welcome to do so, as long as you provide more than 24 hours notice before your scheduled appointment.

If you reschedule within 24 hours notice of your appointment, we will waive the cancellation fee if and only if:

1. You reschedule your appointment to later the same day (if there is time available) **OR**
2. We are able to fill your vacated slot with another client.

If we are unable to reschedule you to the same day or fill the vacant slot, the appointment is considered a cancellation, and we reserve the right to charge you for the full cost of the session.

We truly do not want to have to charge you for sessions you did not attend. These policies are in place because we've found that they encourage client compliance to their performance goals (not because we want to profit from your lack of compliance). Thank you for your understanding and participation.

By signing below, you acknowledge that you have read and agree to all the policies listed above.

Name

Signature

Date