

# ORIGINAL WORKOUT

## Flat Rate Billing & Rescheduling Policy.

Our flat-rate billing policy is the simplest method for tracking your training and always gives you the maximum training for the minimum investment. At Original Workout clients pay for a time on the calendar with their personal trainer rather than for several sessions that are difficult to track.

**Each calendar month has a minimum of eight (8) sessions but many months have a ninth (9) session or even a tenth (10) session that you're never billed for. Holidays are built into the calendar year and even after all holidays are accounted for our clients come out ahead on sessions! This way clients as well as trainers can have quality time with their families during major holidays without the need for rescheduling sessions. We've found this to be the ultimate win-win situation and have received overwhelmingly positive feedback from the majority of our clientele over the last three years since we instituted this policy.**

### Example:

\*All sessions are 30-minute sessions (One-hour sessions available upon request)

If you train one (1) days per week, the investment is \$100 flat-rate each month. (\$25 x 4 sessions)

If you train two (2) days per week, the investment is \$200 flat-rate each month. (\$25 x 8 sessions)

If you train three (3) days per week, the investment is \$300 flat-rate each month. (\$25 x 12 sessions)

If you train four (4) days per week, the investment is \$400 flat-rate each month. (\$25 x 16 sessions)  
and so on...

1 Single Non-reoccurring session is \$30 (30 minutes)

Remember, though you may pay for 1,2,3 or 4 sessions, there are many months that you will receive an additional session or two that you are never billed for! Additionally, unlike most personal training gyms you can split the monthly investment with up to 3 additional people with no increase in fees making personal training affordable for nearly everyone.

\*When sharing a training spot, we ask that all clients in the group are at similar fitness levels and have similar goals. It is up to the discretion of the trainer as to determine if a particular member is not adequate to share a spot.

**\*An important message regarding shared sessions:** If any member of a small group misses a session but the other client(s) attend the session, no make-up session will be given to the ones who didn't attend. Sessions are counted by the time slot being utilized, not the number of persons attending. Thanks for your cooperation and understanding in this matter. Group training payments is due by the 5<sup>th</sup> of each month unless a special arrangement has been made by your trainer. Group training is billed by the calendar session not by the number of clients who show. Each 30-minute session is \$25 regardless of how many show on a particular session. Please consult with your group regarding payment of a shared session(s). As with one-on-one training all sessions are pre-paid.

**Rescheduling and canceling:**

If you ever need to miss a session with your trainer you can usually find a mutually agreeable alternate day and time on the trainer's calendar within the current month to make up the session. If you miss a session and are unable to find an agreeable make-up date, then the session is forfeited. However, you still retain your reserved spot on the calendar that remains yours each month until you decide you no longer want it. At Original Workout, you can cancel at any time. There are NO contracts.

If your trainer ever must cancel a session, and a mutually agreeable make-up session is not scheduled, then you will receive a credit of \$25 on your next month's training.

**Payments & Billing:**

All payments are due by the 1<sup>st</sup> of each month. Payments are considered past due after the 6<sup>th</sup> of each month. (If you are a new client and begin your training mid-month, then your training fee will be prorated.) We accept cash, Visa, MasterCard, or Discover. We are also happy to accept your personal or company check made payable to Original Workout and cash of course.

**EZ Billing:**

Many of our clients have opted to put a credit card or debit card on file with us. This makes billing a snap. We simply charge your card each month the first of each month. This makes payments a breeze and you don't have to remember to bring a form of payment to the gym on the first of each month. You can cancel this service at any time. All information is kept private and restricted. Only the billing department has access to your information.

**All training is prepaid.** Training is non-refundable but transferable.

**Holiday schedule** recognized by Original Workout. Check with your trainer as his/her schedule may vary.

**Holiday Schedule**

Memorial Day

July 4<sup>th</sup>: We take 1 week for the 4<sup>th</sup> of July. Ask your trainer what week applies.

Thanksgiving Day

Christmas: We take 1 week at Christmas. Check with your trainer to see what week they are taking off. Generally, it is the week of Christmas. (\*If you begin your training after October 2016 then December will be Prorated)

New Year's Day

**\*\*\*\*Inclement weather: \*\*\*\***

Always check with your trainer regarding bad weather situations. If you are unable to make your appointment or need to cancel due to bad weather, the standard Rescheduling and Canceling policy above will apply.

If you have any questions regarding our billing or payments, see your trainer or feel free to contact Rob Goodwin directly. You can also contact Nancy Goodwin who handles our billing. Her direct line is (828) 291-0764 or email at nancyagoodwin@yahoo.com

Thank you so much for your business and the confidence you have placed in us.

*-Rob Goodwin and the entire Original Workout team!*