



**PERSONAL TRAINING /
PRIVATE SWIM LESSON
CANCELLATION/SCHEDULING POLICY**

Thank you for choosing to do your personal training or private swim lessons at the FAC! Our goal is that our personal trainers and swim instructors will help you achieve your fitness or swimming goals.

CANCELLATION/RESCHEDULING POLICY: Our trainers/instructors have designated their time to help you with training and swimming needs. To help fulfill your fitness or swimming goals, it is important to attend each scheduled appointment. If you need to cancel or reschedule an appointment, please contact your trainer/instructor as soon as possible. Failure to provide at least 24 hours' notice will result in the session fees being charged to you and due before your next session. Exceptions may be made based on the situation for no show and will be determined by the trainer/instructor.

TARDINESS POLICY: Clients are expected to begin their trainings/lessons at the start time of the scheduled appointment. A late start will not reduce the session cost or entitle the client to a session longer than the scheduled appointment.

FAC CANCELLATIONS: In the event that the FAC has to close the pools, your instructor will contact you immediately for rescheduling options. If the facility is shut down for unforeseen reasons, your trainer/instructor will contact you. Current members of the FAC will also receive facility updates via email. Cancellations by the FAC will not incur a session fee.