



CITY OF ABBOTSFORD PERSONAL TRAINING CANCELLATION POLICY

Your appointments and well-being are very important to us. We understand that sometimes, unexpected delays can occur, making schedule adjustments.

Our goal is to provide quality health care to all our Clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our professionals, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful of your fellow patients, please reach out to your personal trainer as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call your Personal Trainer as soon as possible, with a minimum of **24 hours in advance**. If necessary, you may leave a detailed voicemail message. We will confirm your cancellation has been received as soon as possible.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours' notice before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the client for the session.

For Appraisals missed, a no show or late cancellation will result in that session being removed, and you will only receive half of the appraisal.

_____ (please print your name) understand the City of Abbotsford's Personal Training Cancellation Policy, and understand the City of Abbotsford has the right to charge me for any missed or late cancellations.

Client Signature _____

Personal Trainer Signature _____

Date: _____

ABBOTSFORD RECREATION CENTRE

2499 McMillan Road
604.853.4221

Facility Hours

Mon - Sun 5:30am - 10pm

Pool Hours

Mon - Sat 5:30am - 10pm
Sun 10am - 10pm

MATSQUI RECREATION CENTRE

3106 Clearbrook Road
604.855.0500

Facility Hours

Mon - Sat 6am - 10pm
Sun 10am - 8pm

Pool Hours

Mon - Sat 6am - 10pm
Sun 10am - 8pm

Holiday Hours

10am - 6pm



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PERSONAL TRAINING



Fitness Questionnaire

Please complete the following questions. The more detailed the information, the better we can serve you! Come prepared to discuss your health and exercise history, lifestyle habits and current fitness and health goals.

Name _____

Email _____

Phone _____

Preferred contact method _____

New client ☐ Yes ☐ No

On a scale of 1-10 (Low to High), how would you rate your current fitness level? _____

FITNESS GOALS: What are you trying to achieve? Check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> General overall health | <input type="checkbox"/> Post-rehabilitation |
| <input type="checkbox"/> increase muscle strength | <input type="checkbox"/> Sport conditioning |
| <input type="checkbox"/> improved body composition | <input type="checkbox"/> Lifestyle change |
| <input type="checkbox"/> Improve cardio endurance | <input type="checkbox"/> Other |
| <input type="checkbox"/> Improve exercise technique | |

What is your fitness activity experience?

- | | |
|---|---|
| <input type="checkbox"/> Beginner | <input type="checkbox"/> Returning to fitness |
| <input type="checkbox"/> High performance | <input type="checkbox"/> Recreational |
| <input type="checkbox"/> Other | |

Trainer preference:

☐ Female ☐ Male Name _____

Availability:

- | | |
|--|----------------|
| <input type="checkbox"/> Mornings 6am - 12pm | Weekends _____ |
| <input type="checkbox"/> Afternoons 12pm - 5pm | Weekdays _____ |
| <input type="checkbox"/> Evenings 5pm - 10pm | |

Do you have any injuries or medical conditions that affect exercise? If so, what are they and how long have you had them?

Declaration: The City of Abbotsford assumes no liability for persons who undertake physical activity. If in doubt, consult your doctor prior to starting any physical activity. I acknowledge this physical activity clearance is valid for a maximum of 12 months from the date it is completed and becomes invalid if my condition changes. Personal training orientation cancellations require 24 hours notice in advance.

Name _____

Signature _____

Date of birth (yyyy/mm/dd) _____

Witness _____

If under the age of 16, please have a parent/guardian complete the following:

I HEREBY CONSENT FOR MY CHILD TO PARTICIPATE IN PHYSICAL ACTIVITY.

☐ Yes ☐ No

Name parent/guardian _____

Signature _____

Personal information is collected for the administration of City of Abbotsford programs only, as authorized under Section 26 of the Freedom of Information and Protection of Privacy Act, the 'Act'. The City of Abbotsford does not use or disclose personal information for purposes other than those for which it is collected, except with the consent of the individual whom the information is about or otherwise in accordance with law. The City of Abbotsford retains personal information only as long as necessary for the purposes of the specified program and as required under the Act and other relevant legislation.

If you have any questions about the collection and use of your personal information, please contact the City of Abbotsford's Information & Privacy Coordinator by email at foi@abbotsford.ca or call 604-864-5575

FITNESS ADMINISTRATION ONLY

Date Received: _____

Assigned to Trainer: _____

Date: _____

PERSONAL TRAINING

Your personal trainer will provide you with guidance, motivation, and the expertise you need to achieve your fitness goals. Get started today!

Appraisal	\$65.50
1 session	\$56
3 session	\$163
5 session	\$266
7 session	\$352.80
10 session	\$544.40

- All training sessions are 1 hour long.
- Group training options available for 3 or more.
- Tandem and Small Group training available.

1.5 Hour Personal Fitness Appraisal (Mandatory session)

The first 2 sessions you will meet with your fitness expert and they will assess your strength, flexibility, cardio and go over your fitness goals with you. In the second session, you will meet back with the trainer and they will go over the plan based off your assessment and goals.

Personal Training

Our certified personal trainers will motivate and challenge you with focused, supervised workouts. Our trainers specialize in everything from overall conditioning and circuit training to high performance programs for various sports/activities.

For more information, contact
604.855.0500 or email
fitness@abbotsford.ca

 ABBOTSFORD

