

Policies

Operating Calendar

Travel Gym operates on a rolling 12-month, 48-week training calendar to ensure sustainable, high-quality coaching.

Scheduled closure weeks are built into membership pricing and will be communicated in advance. During planned closure weeks, clients will receive individualized, detailed programming to maintain progress and momentum.

Travel Gym training schedule:

- Monday–Thursday: Primary Training Days
- Friday: Limited Sessions
- Saturday & Sunday: Closed (except special events!)

If the trainer must cancel sessions due to illness or an emergency outside of scheduled closures, reasonable efforts will be made to reschedule!

Session Length & Packages

- Sessions are generally 60 minutes, unless otherwise discussed.
- Package pricing may vary depending on the type of service (e.g., 1-on-1 training, partner sessions, group sessions).

Membership Structure

- A recurring weekly time slot reserved during active operating weeks
- Ongoing programming, accountability, and progression

Payments

- Accepted forms of payment: credit/debit cards, ACH bank transfers, and cash (depending on the service).
- Payment is due before or at the time of service, unless otherwise arranged.
- Monthly packages must be paid in full before the first session.
- Sessions renew monthly and must be used within the billing cycle.

Client Absences & Travel

Client vacations or short-term absences do not pause or prorate membership.

Make-up sessions may be offered at the discretion of *Travel Gym* and must be used within the same billing cycle.

Extended absences (2+ consecutive weeks) may request a temporary pause with advance notice. Spot availability upon return is not guaranteed.

Session Cancellations & Rescheduling

- Sessions operate on a reserved schedule, similar to a subscription model.
- Subscription sessions are not refundable but may be rescheduled with proper notice. Please provide at least 48 hours' notice for rescheduling.
- I'll always do my best to accommodate changes within the same week or month when availability allows.
- For cancellations within 48 hours, *non-subscription* clients are eligible for a 50% refund.
- No-shows are forfeited. Exceptions are made due to unforeseen circumstances.
- In cases of inclement weather, we'll either relocate, modify the session, or reschedule as needed.

Late Arrivals

- Sessions will begin and end at the scheduled time.
- In the rare event that the coach is delayed, the session length will be honored and extended accordingly.

Trainer Responsibilities

- Provide safe, effective, and customized workouts.
- Maintain open communication and professional boundaries.
- Respect client privacy and confidentiality.

Client Responsibilities

- Arrive on time and ready to train.
- Communicate any discomfort, pain, or health changes immediately.
- Follow safety instructions and stay hydrated.

Questions? [**CLICK HERE**](#)