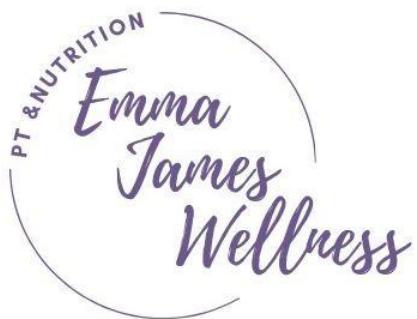


PT and Nutrition Coaching

Client Commitment and Service Policy

Emma James Wellness



Created 02/12/24

Updated 03/12/25

Emma James Wellness is committed to providing an excellent service for clients. To achieve meaningful progress, a minimum commitment of two months is required. This allows us to build consistency and momentum towards your fitness and nutrition goals.

Client Expectations

Session Attendance

Please arrive on time for your PT session, wear appropriate gym clothing, and bring a water bottle to stay hydrated. Punctuality and preparation ensure you get the most out of your session.

Communication

As your coach, I expect you to provide regular updates on your independent efforts outside of our PT sessions (also applicable for online clients). This includes:

- Independent gym sessions
- Classes, runs, swimming, or other activities
- Daily step count (where possible)
- Calorie and protein intake

Updates can be sent in real time as sessions are completed or as an end-of-week summary covering all completed sessions and whether your targets were achieved.

If I do not receive feedback, I will assume all assigned sessions and targets were successfully completed. Your weekly programme will progress based on this assumption for the following week. Please submit all updates via WhatsApp (or text or email with prior agreement) with the deadline being **Fridays at 12pm**.

To track your progress effectively, I ask that you submit monthly updates, including:

- Scale weight
- Progress photos
- Body composition measurements

If you're finding it challenging to collect this data, I am happy to assist. I can bring my scales, camera, and tape measure to a session to help you out. This ensures we stay on track with your goals and can make adjustments where needed.

Holidays and Travel

If you plan to take a holiday, please inform Emma James Wellness as soon as your travel dates are confirmed. I will make every effort to ensure your programme continues seamlessly during your time away. Where necessary, alternatives will be provided, such as:

- A tailored online programme to follow, utilising hotel gyms, swimming facilities, or home workout options.
- Adjustments based on the nature of your travel, including available equipment, time constraints, and any other relevant factors.
- Missed in-person PT sessions due to travel can be rescheduled or carried forward. However, only one session can be carried forward at a time (please refer to the Payment, Refund, and Cancellation Policy for more details).

In certain circumstances and at discretion, refunds or a reduced rate for that month may be issued.

Your communication and cooperation are essential in ensuring your programme remains effective and adaptable to your lifestyle changes.

Coach Expectations

Sessions

As your coach, I am committed to providing a reliable and professional service. Here's what you can expect from me:

- I will arrive on time and be fully prepared for your session.
- In the event of unexpected circumstances requiring me to cancel, I will notify you as soon as possible and offer to reschedule.
- If I must cancel within 24 hours due to an emergency and cannot reschedule, a refund may be offered at my discretion.

Communication

I will provide you with a formal end-of-week check in and update. While the exact timing may vary, these are typically sent on Friday evenings or Saturday mornings. These updates will outline your progress, feedback, and adjustments to the programme as needed.

I may also reach out to you throughout the week to check in on your progress, provide support, or discuss any factors such as lifestyle stresses or illness that may be impacting your gym sessions.

Holidays and Travel

If I plan to take a holiday, you will be informed with as much notice as possible. Should I be unable to deliver a face-to-face PT session during that time, an alternative will be offered, such as an online programme tailored to your needs.

Please note that I will take one week off over the Christmas period each year, which is already factored into the monthly costings, so no additional charges or refunds will apply for this period. Any necessary adjustments to your programme during this time will be clearly communicated in advance.

Any further adjustments to your training programme will be reflected in the cost for that month, ensuring fairness and continuity in your training plan. Please refer to the Payment, Refund, and Cancellation Policy for more details.

Testimonials

I may request a client testimonial to feature on my social media or website. If you prefer, you can choose to remain anonymous. Additionally, I might ask to share your health and fitness journey, including transformation photos and your story. This is entirely optional, and your consent will always be sought before anything is shared.

Your privacy and comfort are my priority, and I respect your decision regarding participation in any of these requests.

Referrals

From time to time, I may ask if you know of any friends or family who could benefit from my services. Your referrals are always appreciated but never obligatory.

To find out more, visit <https://ejwellness.wixsite.com/wellness>