



Trainer and Client Agreement: [Terms and Conditions](#)

Online Service, Payment, Cancellation and Training Program Policies

**Online Service;**

In order to proceed with an online service of a 4Star fitness program, it is understood that to have the best form of communication and success for both Crystal Ellington and the client, the requested app made by 4Star Fitness, must be downloaded onto your PC, tablet and/or phone for the entirety of the training program, whether it be via Zoom or FaceTime.

**Payment Policy;**

In order to schedule training sessions, all sessions/ training programs must be paid upfront before service can be rendered. Services can be purchased through the 4Star Fitness website pricing link: Stripe, Zelle, Venmo or Cash App. First time clients must make first payment through the 4Star Fitness website, Stripe payment system.

**Personal Training Cancellation Policy;**

Same day cancellation or no show, you will be charged for the full session, and there will be no make-up. Only exception accepted, if availability is open to **reschedule your appointment another day during that same scheduled week**, no charge will be used.

**Partner/Group Training Program Policy;**

In a partner or small group training program setting, it is understood that all scheduled training sessions will continue as scheduled, even if 1 of the members no shows or cancels. In addition, if a member of the partner/group training does not show or cancels, the session cannot be made up or compensated for another training session. **Exception of rescheduling a partner/group training session will only be made if;**

- If all parties in partner/group training agree to reschedule session on another available date
- Uncompromising weather (if meeting outdoors)
- Medical emergency occurs (hospitalization)

If you arrive late for your scheduled training session, no additional time is added to the session.