

## CampusSport's personal trainer service: terms of use

- The students and the staff members of the universities in Turku who have paid the sports fee can buy personal trainer services.
- One appointment lasts for 45-60 minutes, depending on the customer's needs.
- The appointment can consist of a workout, a lecture or other activities that help the customer to reach their goal. The personal trainer and the customer decide beforehand what the appointments will be like.
- A plan for a healthy training diet includes analyzing of the customer's food diary.
- The customer and the personal trainer decide where the appointments take place. Appointments can be held in CampusSport's sports facilities.
- Appointments can be held in CampusSport's gyms within their opening hours. The personal trainer can participate in CampusSport's shifts with the customer if they both meet the requirements of the shift (shift for only staff members, ball sports shift for women or men).
- Personal trainers send an invoice to their customers. CampusSport is not involved in the transaction.
- Personal trainers charge the invoices of less than 100 euros in one installment. Larger amounts can be paid in more than one installment.
- The appointments are meant for the paying customer only and they cannot be given forward.
- If the customer or the personal trainer wants to cancel or re-schedule the appointment, it has to be done at the latest 2 days in advance. Any appointment missed or cancelled late will result in a charge of the whole service price.
- The appointment can be cancelled later with a doctor's certificate. In case of sudden illness the certificate can be delivered after the appointment.
- The customer can contact the personal trainer via email in order to make appointments or ask questions about a workout or diet plan the personal trainer has made for them. Personal trainer will answer the message within 7 seven days.