



West Women Trekkers Inc. DBA West Women Fitness

## PLEASE READ CAREFULLY

**THESE TERMS AND CONDITIONS ARE AN IMPORTANT LEGAL DOCUMENT. IT IS CRITICAL YOU HAVE READ AND UNDERSTAND THIS DOCUMENT COMPLETELY. IF YOU DO NOT UNDERSTAND ANY PART OF THIS DOCUMENT, IT IS YOUR ULTIMATE RESPONSIBILITY TO SEEK CLARIFICATION PRIOR TO AGREEING TO THESE TERMS AND CONDITIONS.**

### 1. General

- West Women Trekkers Inc. DBA West Women Fitness. aim to provide Personal Training Services Outdoor Adventure Fitness. To ensure we provide you with an amazing service and experience, the Terms and Conditions below apply.
- To take part in any West Women Trekkers Inc. DBA West Women Fitness. activities you must become a Member. In order to become a Member, you must complete, submit and return the Client Information Package, Risk Waiver Form and Informed Consent, agree to these Term and Conditions, and purchase a membership package.
- All Memberships are non-transferrable.
- These Terms and Conditions and your Membership are governed by the laws of Canada and British Columbia as is appropriate.
- West Women Trekkers Inc. DBA West Women Fitness. may update these Terms and Conditions at any time.

### 2. Personal Training

- Client is engaging West Women Trekkers Inc. DBA West Women Fitness for personal training services to be provided by West Women Trekkers Inc. DBA West Women's Fitness Trainer(s).
- Personal Training sessions will last 30 minutes, 45 minutes or 60 minutes.
- Trainer will create an exercise program geared to Client's fitness level and experience in order to meet Client's objectives.

Women's Personal Training and Outdoor Adventure Fitness

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- Client agrees to sign attached Informed Consent and Assumption of Risk and Release of Liability.
- Client agrees to inform West Women Trekkers Inc. DBA West Women Fitness and Personal Trainer of any and all conditions, medical or otherwise, that may affect his/her ability to participate in Training Sessions.
- A Physical Activity Readiness Questionnaire must be signed and completed by Client. If you answered 'yes' to any questions, medical clearance by your General Practitioner or Physician is required prior to participation in any Personal Training, Group Fitness or Trek Training program.

#### Personal Training Sessions and Group Fitness Sessions

- Training sessions may include, but are not limited to, the following activities; testing of physical fitness, exercise, aerobics and aerobic conditioning, cardiovascular training, weight lifting and training, and stretching.

#### Cancellation of Training Session

- Clients shall provide twenty-four (24) hour notice of any necessary cancellation of a scheduled training session. Failure to provide twenty-four (24) hour notice will result in Client being charged the full rate for the cancelled/missed personal training session.

#### Warranties

- West Women Trekkers Inc. DBA West Women Fitness and its Personal Trainer(s) fully believe exercise, specifically exercise personalized to Client, is beneficial to Client's health and wellness, West Women Trekkers Inc. DBA West Women Fitness cannot guarantee the results of Training Sessions. West Women Trekkers Inc. DBA West Women Fitness and its Trainers make no representations or warranties that Client will lose weight, gain muscle mass, be able to engage in specific physical and or athletic activity, or will attain any other particular or specific results. West Women Trekkers Inc. DBA West Women Fitness and its Trainer(s) encourage Client to follow a healthy diet in-conjunction with personal training and continued exercise.

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## **2.Membership Packages for Outdoor Adventure Group Fitness/ Trek Sessions**

### Introductory Offer

- The Introductory Offer must be used within 1 week. Valid for 7 days from activation.
- One time offer, only available to non-Members. Only one can be activated per person.
- No refunds available.

### 10 Session Membership Package

- The 10 Session Membership Package will start from the first session date attended and includes 10 Trek Sessions. This 10 package must be used within 12 weeks.
- Two different 10 packs are available based on Trek Start or Trek Training programs. We will confirm this with you prior to payment to ensure you have the most appropriate program based on information provided in your Client Information Package and follow-up.
- Only one 10 Week Membership Package can be purchased at a time.
- Unused Sessions cannot be refunded, transferred or extended.

### Trek Sessions

- Trek Sessions – are half day or full day hikes. Minimum fitness criteria are applicable for each Trek Session at the discretion of West Women Trekkers Inc. DBA West Women Fitness.
- Trek Sessions cannot be refunded.

### Trek Multi-Day

- Trek Multi-Day – are weekend or multi-day overnight hikes that may include overnight backcountry camping. Minimum fitness criteria are applicable for each trip at the discretion of West Women Trekkers Inc. DBA West Women Fitness.
- Multi-day Trek cannot be refunded.

## **3.Suspension**

- West Women Trekkers Inc. DBA West Women Fitness. reserves the right to suspend or cancel the Membership of a Member whose conduct has the potential to cause injury or harm to public, coaches, staff, or other Members. Safety is our primary concern.

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- Personal safety, respect for other Members and respect for the environment is critical to creating a culture where we can work together to support each other to achieve their goals.
- West Women Trekkers Inc. DBA West Women Fitness. may suspend or cancel your Membership if you;
  - Breach these Terms and Conditions
  - Behave in an offensive manner, breach the law, or behave in a manner which, in the opinion of West Women Trekkers Inc. DBA West Women Fitness., creates a risk of harm to yourself or others.
  - Use of illegal or performance enhancing drugs will not be tolerated.
  - Bully or harass coaches, staff, Members or others.
- When a suspension is applied, the duration suspension is determined by West Women Trekkers Inc. DBA West Women Fitness. in its sole discretion.

#### **4. Outdoor Adventure Fitness and Trek Training**

- When your completed Client Information Package is received, you will be contacted by the Client Services Manager to review this information. West Women Trekkers Inc. DBA West Women Fitness. will provide a recommendation of which program is most appropriate - based on personal information provided.
- Upon enrolling, you agree to abide by these Terms and Conditions.
- Outdoor Adventure Fitness and Trek Sessions need to be booked in advance – as we have a maximum of members per session. If booked in advance, you will be guaranteed a spot. If you cannot attend, you must cancel within 24 hours, or a session will be deducted from your account.

#### **5. Schedule Changes**

- West Women Trekkers Inc. DBA West Women Fitness. reserves the right to make changes to current schedule on account of changing trail, weather or other conditions. Change notifications and information updates will be completed in a timely manner.

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## 6. Inclement Weather

- West Women Trekkers Inc. DBA West Women Fitness. reserves the right to make location, schedule and timetable changes dependent on weather.
- Outdoor Adventure Fitness, Trek Start and Trek Training sessions will operate regardless of weather conditions, except in the case of extreme weather conditions; or where deemed unsafe by coach; or West Women Trekkers Inc. DBA West Women Fitness. insurance would be void or voided for the activity.
- The coach may choose a suitable alternate venue or route. West Women Trekkers Inc. DBA West Women Fitness. will use their reasonable endeavours to find a suitable substitute.

## 7. Cancellations

- You must cancel your scheduled Session at least 24 hours in advance, if you are no longer able to attend.
- If notice of cancellation is provided within the time allowed, the full value of the cancelled Session will be credited to the Member's account.
- If adequate notice of cancellation is not received, the Member will not receive credit for the cancelled Session.
- No refunds will be given for Sessions cancelled by a Member.
- If West Women Trekkers Inc. DBA West Women Fitness. cancels a Session, you will not be charged.
- Where a Member wishes to cancel a Session or cancel or extend a Membership due to injury or illness, such request must be in writing, accompanied by a medical certificate. Extensions cannot be backdated.
  - In this case of Session cancellations, a full credit for the cancelled Session will be credited to the Member's account.
  - In the case of Membership cancellations, a pro-rated refund, less a 20% cancellation fee, may be issued at the discretion of West Women Trekkers Inc. DBA West Women Fitness. and will be evaluated on a case-by-case basis.
  - In the case of Membership extensions, the remaining portion of the Membership term will begin to run upon the Member booking a Session upon recovery from illness or injury.
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## **8. Fees**

- All fees are published on West Women Trekkers Inc. DBA West Women Fitness. website.
- Fees for Trek Sessions must be paid at the time you apply to participate in these.
- When you book and pay, we will schedule you into a group which meets your skill level.

## **9. Risk and Insurance**

- West Women Trekkers Inc. DBA West Women Fitness. Trainer(s) are certified in Advanced Wilderness and Remote First Aid CPR/AED Level C, certified Personal Trainers and insured for public liability.

## **10. Client Information Package**

- All information provided is true, and complete.
- You have disclosed all medical conditions, allergies, intolerance or injuries that may affect your ability to participate in activities run by West Women Trekkers Inc. DBA West Women Fitness.
- You have an appropriate fitness to participate in the activities you have elected.
- You know of no medical or other reason that has not been disclosed to prevent your ability to undertake these West Women Trekkers Inc. DBA West Women Fitness. activities.
- Minimum age to participate is 19 years of age, unless the consent of a parent or guardian is provided.

## **11. Acceptance of Risk**

- Personal Training, Outdoor Adventure Fitness Group Training, Trek Sessions and Trek Multi-Day trips operate in remote and unpredictable environments. These are challenging and demanding. As a member of West Women Trekkers Inc. DBA West Women Fitness. you have read, agreed, signed and accept the inherent risks and dangers associated with any West Women Trekkers Inc. DBA West Women Fitness. activities and the accompanying risk of injury, death, property loss or damage.
- West Women Trekkers Inc. DBA West Women Fitness. advises all Members to have appropriate insurance, medical and ambulance cover

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for any loss, damage or injury which may arise from or in connection from participating in an activity with West Women Trekkers Inc. DBA West Women Fitness. Emergency insurance including remote rescue should be considered.

- If you elect to leave the supervision of your Trainer(s) during any West Women Trekkers Inc. DBA West Women Fitness. activity, or if you decide not to participate, you are fully responsible and you do so at your own risk and are liable for any illness, injury or death to you or those accompanying you once you leave the supervision of the coach.
- At all times you will indemnify West Women Trekkers Inc. DBA West Women Fitness. and hold West Women Trekkers Inc. DBA West Women Fitness. and its officers, employees, agents harmless from and against all actions, claims, charges, costs, expenses, losses, damages, and other liability arising out of or in connection with any wilful, unlawful, or negligent conduct of you in connection with your West Women Trekkers Inc. DBA West Women Fitness. Membership.

## 12. Privacy

- West Women Trekkers Inc. DBA West Women Fitness. will have access to personal information via completion of Client Information Package. West Women Trekkers Inc. DBA West Women Fitness. will only use, disclose or deal with personal information in accordance with West Women Trekkers Inc. DBA West Women Fitness. Privacy Policy.
- West Women Trekkers Inc. DBA West Women Fitness. will retain personal information, including but not limited to; you name, address, telephone number and your email address.
- Personal information is stored on West Women Trekker Inc. database. This will be removed within 24 hours of your written email request.
- Personal information may be used by West Women Trekkers Inc. DBA West Women Fitness. for:
  - Express purpose for which information received.
  - Promotion of West Women Trekkers Inc. DBA West Women Fitness. services and products.
- Marketing and promotional information will only be received if permission has been provided to West Women Trekkers Inc. DBA West Women Fitness.
  - If you would like to unsubscribe to this, please send written request to [info@westwomentrekkers.com](mailto:info@westwomentrekkers.com).

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- Personal information collected by West Women Trekkers Inc. DBA West Women Fitness. will not be shared with any third parties unless required by law.
- Please ensure you notify West Women Trekkers Inc. DBA West Women Fitness. of any changes to your personal information. It is important to keep it up-to-date to ensure current information is accurate.
- West Women Trekkers Inc. DBA West Women Fitness is committed to protecting the privacy of visitors to their website.
- West Women Trekkers Inc. DBA West Women Fitness will take steps to maintain security and to prevent un-authorized access to personal information disclosure. We cannot guarantee un-authorized access will not occur.
- Changes to the Privacy Policy will occur. All personal information collected is managed and governed in accordance with West Women Trekkers Inc. DBA West Women Fitness. Privacy Policy.
- West Women Trekkers Inc. DBA West Women Fitness. website uses Google Analytics. Personal information is transmitted to and stored by Google in USA. Google will use this information to evaluate website use, activity and provide other services. Google may provide this information to a third party if required by law. You may change your browser settings to prevent this information being shared with Google. When you use this website, you consent to Google collecting and using data for purpose set out in this policy.
- Through access and use of the website you consent to West Women Trekkers Inc. DBA West Women Fitness. using and disclosing personal information as set out in this policy.

### **13. Feedback and Complaints**

- Your feedback is important in helping us refine, improve client services and programs.
- If you have any feedback or concerns, we encourage you to contact West Women Trekkers Inc. DBA West Women Fitness. via phone +1 604.449.4521 or email [info@westwomentrekkers.com](mailto:info@westwomentrekkers.com). West Women Trekkers Inc. DBA West Women Fitness. will respond within 48 hours of receiving feedback or concern.

### **14. Photography**

- When you participate in Trek Start, Trek Training, Trek Sessions and Trek Multi-Day sessions, West Women Trekkers Inc. DBA West Women

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Fitness. Trainer(s), staff or others may take photographs or film material of you.

- By becoming a Member of West Women Trekkers Inc. DBA West Women Fitness. you give us permission to use this material for promotional materials with no compensation.
- If you provide us with photographic material, you agree to allow us free and unlimited license to use these images for promotional materials. We acknowledge other proprietary rights will remain with you.
- If you do not want to have your photo taken or used on social media, please notify your coach and submit a written request to West Women Trekkers Inc. DBA West Women Fitness.

#### **14. Testimonials**

- West Women Trekkers Inc. DBA West Women Fitness may request Testimonials from current clients or membership holders.
- A Testimonial Release Form must be reviewed, signed and returned to West Women Trekkers Inc. DBA West Women Fitness.
- Testimonials provided may be used in connection with publicizing and promoting West Women Trekkers Inc. DBA West Women Fitness may include: printed publications, multimedia, websites, other distribution media.

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