



the
FITNESS
TRUCK®

COVID-19 CLIENT POLICY

Our Core Beliefs...

At The Fitness Truck[®] we provide a fitness solution based on 3 core beliefs:



You deserve convenience

Early starts and late finishes are not unusual for our trainers to train at a location to suit you.



You deserve a personal service

Sessions are tailored to clients needs and capabilities. Their overall fitness goals are incorporated into their wider programme of sessions and groups are kept to manageable sizes to ensure a personal service



You deserve better

Because we believe you deserve the best you can get when it comes to your health and fitness

Client Profile...

At The Fitness Truck® we train our PEC's. Three distinct client groups which are not exclusive to each other, overlap between membership of the groups is actively encouraged



Personal...

For these think of the traditional PT client with a twist. Our personal clients can invite along their partner and kids to take part at no additional charge.



Exclusive...

These are small groups of friends or colleagues who club together to keep fit and have fun. They may be in the run up to a big event such as a wedding etc.



Corporate...

In simple terms for these types of clients we mean businesses who are investing in or encouraging their staff to improve their physical and mental wellbeing.

Our Policy in a Nutshell...

We take our responsibility to you as our client very seriously. Your health and wellbeing are the very reason we are in business. We will **NEVER KNOWINGLY** do anything that would risk that in any way. To ensure that we will:

Self Check: Your trainer will assess themselves against the known symptoms of COVID-19 on a daily basis before attending any sessions. If they are unsure, they will err on the side of safety and declare themselves as unavailable until they can be tested or until a period of 14 days self-isolation has passed. In the event that they feel unwell during a working day, they will immediately cancel any remaining sessions that day and follow the protocol outlined above.

Equipment Check & Clean: Your trainer will use an appropriate sanitiser (this may be bleach or another sterilising fluid proven to kill 99% of germs) to spray and wipe down **ALL EQUIPMENT** that will be used in client sessions. This will be done **PRIOR TO A SESSION STARTING** which may also be at the end of a previous session. This may mean you do not see them do it as they may wish equipment to dry before you use it. They will keep a log of this activity and it will be available for you to view at any time.

Client Check: In the same way you would expect your trainer to assess themselves against the known symptoms of COVID-19 on a daily basis we would ask you to do the same thing. If you are unsure in any way about your health, then please do not put your trainer and our other clients at risk. Please cancel your session ASAP. If you are attending a session, please **WASH YOUR HANDS THOROUGHLY** immediately before attending. Please note that if we see someone who appears unwell, we will not let them join a session or we will ask them to leave as soon as it becomes apparent.

Personal Contact: Personal Training is... well... exactly that... "Personal". A lot of the time when a trainer is working with a client, they are in close proximity to each other. We pride ourselves on how closely we monitor the way our clients perform the exercises we give them. Sometimes we have to use the equipment to demonstrate it or help their posture while they perform it. We expect your trainer to wash their hands thoroughly whenever facilities are available to them and in the times in between to use appropriately purchased hand sanitiser which is guaranteed to kill at least 99% of germs.

Why We are Carrying On...

We think it is important to make our clients aware of why we are trying to continue to deliver a very personal service to you in a time when every instinct is to simply baton down the hatches and emerge when all of this has gone away!

The reason we are trying to maintain a business as usual approach here at The Fitness Truck is because we have seen what sort of a difference having us arrive can make.

In a time of real uncertainty, worry and high risk, we want to try and give you as normal a routine as possible so that our physical and mental health remains intact.

For those of you that can train, we want to help you to use it as an hour to 'escape the doom and gloom climate' and release some dopamine and endorphins into that amazing body of yours!

We absolutely believe (and science has shown again and again) the fitter you are, the better you are at fighting any virus not just COVID-19.

Of course, we want to keep earning an income, everybody does. But that's because we want to be around to provide the same excellent service we have been giving for the past 3 years. We wouldn't ever put profit over your safety, that simply isn't the way we operate. Our whole focus is your health and wellbeing.

If there are any updates from the government which might affect or radically alter our approach, we will inform you as soon as we have had time to digest and understand them.

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