

# Client Service Agreement

Required Before First Paid Session

## Termination of Services

Termination of Services: The services Paul Gover provides through Green Eye Open, including pricing, payment terms, cancellation policy, and scope of services. Please read, sign, and retain a copy.

Either party may terminate this agreement with 7 days written notice. Upon client-initiated termination, unused session pack credits will be refunded on a pro-rated basis at the single-session rate of \$95 per session used. The Trainer reserves the right to immediately terminate the training relationship if the client poses a safety risk, engages in harassment or abusive behavior, or otherwise violates the spirit of this agreement.

CLIENT FULL NAME

DATE OF AGREEMENT

Service Provider: Paul Gover, NCSF-Certified Personal Trainer, operating as Green Eye Open  
paul@greeneyeopen.com · 262.325.3808 · Janesville, WI

## Confidentiality & Privacy

All personal health and medical information shared by the client is held in strict confidence and will not be disclosed to third parties without written consent as required by law. This includes information related to medical history, recovery status, and personal circumstances.

## Scope of Services

Green Eye Open provides Personal Training and Lifestyle Design services, including individualized exercise programming, one-on-one training sessions, habit coaching, and general wellness guidance. Training takes place at mutually agreed-upon locations: YMCA of Rock County, client homes, outdoor parks, and/or online.

## Client Acknowledgments

I have read and understood all terms of this agreement.

I understand and accept the cancellation and no-show policy.

Important Limitations: Paul Gover is a certified personal trainer. He is NOT a licensed physician, physical therapist, registered dietitian, mental health therapist, or licensed counselor. Services do not constitute medical advice, medical treatment, therapeutic counseling, or clinical nutrition guidance. Clients with medical concerns should consult appropriate licensed professionals.

## Signatures

CLIENT SIGNATURE

PRINTED NAME

DATE

PAUL GOVER — GREEN EYE OPEN

Please retain a signed copy for your records. A copy will be kept on file by Green Eye Open for a minimum of 3 years.

10-Session Pack \$950.00 Saves \$100 vs. Single Rate + Paid in full before first session

## Payment Terms

Accepted payment methods: Cash, Zelle, and Bitcoin. Payment for single sessions is due at the time of each session. Session packs must be paid in full before the first session of the pack is conducted.

Session packs expire 90 days from the date of purchase. Unused sessions after expiration are forfeited and are not eligible for refund unless a medical exception is approved in writing by the Trainer. Packs are non-transferable.

## Cancellation & No-Show Policy

Cancellation with 24+ hours notice: Session may be rescheduled at no charge. If a session pack is in use, the session is credited back to the pack.

Cancellation with less than 24 hours notice: The full session fee (\$95) is charged, or one session is deducted from a pack. Exceptions may be granted at the Trainer's sole discretion for genuine emergencies.

No-show (no contact, no arrival): Full session fee is charged or one session deducted from pack. Three or more no-shows may result in termination of the training relationship at the Trainer's discretion.

Trainer cancellations: If Paul cancels a session with less than 24 hours notice, the session will be rescheduled at no charge to the client, or a credit will be applied.