

Active Abundance believes that the following procedures clarify basic business policies and help to develop a respectful relationship that is based on mutual responsibility. Our commitment to you runs deep! Active abundance promotes self growth: helping people of all ages to improve their quality of life by enhancing their wellness - physically, mentally, spiritually.

### **Aspects of Martial Arts Training:**

There are many different aspects within martial arts training and some of them are integrated with the core teachings of fitness to improve and maintain wellness. Active Abundance offers a multitude of services that utilize the following aspects of martial arts training in a variety of ways, from individual participation in group fitness classes and one-on-one training to partner participation in family martial arts classes and self defense programs.

#### **Conditioning**

Conditioning is used to develop/maintain a fit and healthy body and proper state of mind. Many of these exercises can be practised regularly outside of scheduled training sessions to improve or maintain stamina, flexibility, and muscle tone for a tempered body and spirit.

#### **Patterns**

Patterns are predetermined striking techniques put together in a specific order that are used to develop and improve: coordination; balance; grace; power; and concentration. Active Abundance will utilize stances, techniques, and movements from martial arts patterns for this purpose without requiring participants to memorize the specific order within the patterns. World Seikido participants must remember certain patterns to succeed during tests/gradings and progress higher in belt ranking.

#### **Sparring**

Sparring is a controlled situation, designed to simulate a fight, between two practitioners employed for the purpose of learning offensive and defensive striking techniques. Active Abundance will utilize stances, techniques, and movements from martial arts sparring combinations to develop and improve: coordination; balance; grace; power; and concentration. Sparring tactics will be utilized to develop and improve the understanding of defensive techniques. World Seikido participants must participate in sparring activities to succeed during tests/gradings and progress higher in belt ranking.

#### **Self Defense**

Self Defense is throws, pins and controls that utilize the attacker's energy/power against them using redirection and deflection. These techniques are used to gain the skills and self confidence to be able to deal with any aggressor. Active Abundance will utilize stances, techniques, and movements from martial arts self defense to develop and improve: coordination; balance; grace; power; and concentration. World Seikido participants must participate in self defense activities to succeed during tests/gradings and progress higher in belt ranking.

All of these martial arts aspects will help to develop and improve motor and mental skills that will enhance quality of life and increase self confidence and self esteem.

Techniques utilized by Active Abundance include the most scientifically advanced and sophisticated martial arts techniques. All services will undergo constant development to reduce injury and include a variety of activities which will stimulate emotional and physical participation, preventing boredom and promoting development. Active Abundance will regularly refer to research based fitness media (such as books, magazines, websites, etc) for up-to-date injury prevention and fitness trends as well as the most recent World Seikido Instructor's Manual for effective martial arts techniques.

## **Training Agreement:**

All services provided by Active Abundance require a training agreement to be completed by the Client with an Active Abundance representative. All training agreements must be signed and dated by a legal adult (18 years of age or older) and contain a list of all family members to be included.

The training agreement outlines the details of the training sessions, schedule and payment plan; and also includes permission and waiver statements.

### **Training Sessions:**

Schedule of classes/sessions shall be as indicated on training schedule, which shall be completed and included as part of the training agreement.

Most training sessions are 90 minutes in length; specific services may have longer or shorter options. Sessions will not be extended due to tardiness of the Client or due to interruptions made by the Client.

Training locations may include: the privacy of your home; at a facility offered by Active Abundance; or at a mutually agreed upon location (outdoor training challenge, public facility that Active Abundance is allowed admittance, etc).

In the event that a medical problem (documented by a medical practitioner) or prolonged circumstances (explained in writing) prevent completion of the contracted training sessions as indicated in the training agreement, the Client may take an extended period of time, not to exceed 1 year, to complete said sessions or alternate services offered by Active Abundance.

Pictures and/or videos of participants and sessions might be used for the purpose of marketing and advertising in media such as, but not limited to: brochures, flyers, website, etc. The Client shall indicate permission for use of their name on the agreement.

### **Training Schedule:**

Schedule of classes/sessions shall be as indicated on training schedule, which shall be completed and included as part of the training agreement. Classes shall have predetermined focus as indicated by class name. Sessions shall have primary and secondary focus as per client's request and requirements. The Client shall arrive for each class/session ready to participate with any paperwork required already completed (such as 'Weekly Journal of Activities').

### **Payment for Services:**

The training agreement outlines the details of the payment plan for that specific service. Options may include: pay per session; pay for a specified number of sessions, in full in advance; pay for a specified number of sessions, over a period of time and with interest of outstanding balance.

Active Abundance accepts cash and cheques as payment.

If for any reason you are not satisfied with your training session, we appreciate your constructive criticism and the opportunity to correct any problems in a mutually beneficial manner.

Rates for services will be reviewed regularly and may be increased from time to time; however, changes will not affect any services purchased before the review (rates will remain as indicated on training agreement).

### **Other Statements of Importance:**

Physical contact by trainer/instructor is required at certain times to ensure correct execution and understanding of exercises, and safety. Physical contact between trainer/instructor and young children (under 7 years old) is NOT permitted, for any reason, even if parental consent is given.

Active Abundance is not registered as a childcare provider, therefore, all children under the age of 10 years old are required to have a parent or caregiver in attendance at all times.

### **Workout Apparel:**

Wear clothing that is comfortable and appropriate for your scheduled activities. Some facilities may have change areas available, verify with trainer/instructor ahead of time.

Clean T-shirts, shorts, tights, sweats, track suits, yoga suits and other common fitness clothing are all suitable for fitness training sessions. Athletic shoes should be supportive and functional, bare feet and martial arts shoes would also be acceptable for most situations. For World Seikido classes, proper martial arts uniform including belt is required for long term participation, Tae Kwon Do or Karate uniform with white pants and top preferred.

Please be considerate of others with regard to your personal attire. If you have questions regarding appropriateness of your outfit, please ask.

### **Trainer and Client Personal Hygiene:**

Training people directly and personally, by its nature, creates an environment that is personal, up-close, and professionally intimate. Simply, we will work closely with one another. Dental hygiene, clean exercise clothing and shoes, and overall body cleanliness are requirements.

You'll observe that our trainers/instructors may brush their teeth, change clothing, and shower several times on any given day. This consideration and respect of others are a must.

### **Trainer-Client Ratio:**

Small class sizes provide personalized feedback to ensure safe execution of all exercises. If you feel that adequate feedback is not being provided please notify the trainer/instructor immediately. One-on-one and family training are available options. Active Abundance offers an area and/or activity for non-participating children for most services; parents/guardians are responsible for all children in their care at all times, attention to children that are non-participating and/or uncooperative is understandable.

### **Promptness:**

To get the most out of your time and efforts, please be ready at the specified time. Sessions will not be extended due to tardiness of the Client or due to interruptions made by the Client.

If a trainer is late for your session - late is defined as one minute after the specified time - you will be credited with a complimentary workout and the training session will be extended if possible. We want your commitment and you have ours!

### **Rescheduling:**

Active Abundance will notify you if a trainer/instructor is unable to attend a scheduled session, regardless of the reason, and a sincere apology will be forthcoming immediately. Although crises do occur, even for a trainer whom you may consider above reproach, we believe that missing sessions is not acceptable. We respect and value your time commitment too much. If enough notice is provided by the trainer/instructor, another trainer/instructor will fill-in for that session; if there is inadequate time to get another trainer/instructor the session will be rescheduled (added on to the end of the term or program if applicable). If Active Abundance is unable to provide 24 hour notice, you will be credited with an additional complimentary session. We don't take our commitment and service to you lightly!

Active Abundance will notify you if a trainer/instructor must reschedule or cancel a one-on-one or family training session as always, regardless of the reason, a sincere apology will be forthcoming immediately. If less than 24 hour notice is provided, the scheduled session will immediately be rescheduled at your convenience, with no charge. Also, you will be credited with an additional complimentary session.

## **Policies & Regulations**

Responsibility is a two-way street. If you would like to reschedule a one-on-one or family training session, 24 hour notice is required; therefore you must notify Active Abundance if you are unable to attend a scheduled session. If less than 24 hour notice is provided, Active Abundance and its trainers will do their best to accommodate the request. Trainers are booked for various activities well in advance including obligations that include, but not limited to, attending scheduled meetings and preserving self-development time. If Active Abundance cannot accommodate the request with less than 24 hour notice, the scheduled session is deemed 'missed' and must be paid in full or, payment for that session is forfeit if on a prepaid plan.

### **Cancellation:**

Active Abundance will notify you if a trainer/instructor is unable to attend a scheduled session. Training sessions will be rescheduled whenever possible; some facility matters may be outside the authority of Active Abundance. Prolonged facility matters may result in Active Abundance acquiring a different facility to fulfill the contract and carry training agreement to completion. If adequate facilities are not acquired Active Abundance will offer clients alternate services, at no addition charge, equalling a value as close to that of the outstanding purchase previously made by the client(s) affected.

Notify Active Abundance if you are unable to attend a scheduled session; 24 hour notice is required to reschedule a session. If less than 24 hour notice is given, the session is deemed 'missed' and must be paid in full. (Does not apply to fitness training that is indicated on training agreement as pay per session.) Clients may choose a term of sessions or a program that is paid upfront, which may be up to 16 weeks in duration. Many terms and programs cannot be rescheduled in parts and there are no cash refunds. Therefore, if more than 24 hour notice is provided, these clients would receive a complimentary session for a service with equal or lesser value. If less than 24 hour notice is given, the session is deemed 'missed' and payment for that session is forfeit. Excessive cancellation, regardless of notice time and resultant payment, will be discussed between the client and trainer or program director. Your program will not be as successful if your attendance is not consistent - even if you pay for missed sessions. We want the best for you and want to earn the money you invest toward your health.

### **Non-payment of Services:**

Prompt payment of fees saves on administrative cost and time, which allows us to better meet your health and fitness goals. Payments are overdue and the client is in breach of the training agreement if payment is 7 days past the due date. Active Abundance may immediately cancel the training agreement or stop providing training services for non-payment of fees. The client agrees to pay any balance owed for services rendered, even if future services are not hired by the client or offered to the client.

Cheques returned by financial institution as 'NSF' will be subject to a service fee of \$40.00, payment will be deemed unpaid and due immediately. Multiple 'NSF' cheques may require future payments to be: paid in cash; and/or paid in full before services are rendered.