

Online Coaching Membership Terms & Conditions

Membership Fee: \$50.00 CAD + HST/month

Billing: Automatically renewed monthly

Provider: Ember Fitness.

Program Platform: Trainerize or Printable Illustrated Program.

1. About Ember Active

Ember Active is an ongoing fitness programming, progress monitoring and accountability service designed to help clients continue exercising independently while receiving guidance from an assigned Ember Fitness trainer.

The program is ideal for clients who are ready to exercise more independently while maintaining professional programming, accountability and ongoing support.

Ember Active does **not** include regular in-home or in-person personal training sessions.

2. What's Included

Your Ember Active membership includes:

- A personalized exercise program based on your goals and abilities
- Program delivery through Trainerize or a printable illustrated format
- Exercise demonstrations or images with instructions
- Sets, repetitions and recommended exercise frequency
- Workout scheduling and progress tracking where available
- **One accountability check-in each week**
- Review of completed workouts and general progress
- Reasonable exercise modifications and progressions
- Monthly program review
- Reasonable communication with your assigned trainer regarding your exercise program

3. Getting Started & Online Assessment

After subscribing to Ember Active, you will receive an **Ember Fitness Online Assessment Form**. The assessment must be completed before your personalized exercise program is developed.

The assessment helps your trainer understand information such as:

- Your fitness and wellness goals
- Current activity level
- Exercise experience
- Strength, mobility and balance
- Available exercise equipment
- Exercise preferences
- Physical limitations or injuries that may affect exercise
- Activities you currently find difficult
- Other relevant information required to develop your program

You are responsible for providing accurate and complete information.

Once the assessment has been submitted, your assigned trainer will review your information and develop your personalized exercise program.

If additional information or appropriate professional clearance is reasonably required before beginning certain exercises, your trainer will let you know.

4. Personalized Exercise Program

Your trainer will develop your program based on your assessment, goals, abilities, available equipment and relevant previous training experience with Ember Fitness.

Programs may include:

- Strength
- Mobility
- Balance
- Cardiovascular activity
- Flexibility
- Functional exercises

You will complete your assigned workouts independently.

Your trainer may adjust exercises, sets, repetitions, resistance, duration or frequency based on your progress and feedback.

Programs are reviewed periodically, generally **once per month**. A completely new program is not guaranteed each month. Your existing program may instead be progressed or modified when appropriate.

5. Trainerize & Printable Program Option

Trainerize is the primary platform used to deliver Ember Active programs.

Through Trainerize, you may be able to:

- View your workouts
- Watch exercise demonstrations
- Review exercise instructions
- Track completed workouts
- Monitor progress
- Communicate with your trainer
- Receive program updates

You are encouraged to record completed workouts and provide feedback so your trainer can better monitor your progress.

Unable to Use Trainerize?

If you are unable or uncomfortable using the Trainerize app, your assigned trainer can provide a **printable illustrated exercise program**.

Your printable program may include:

- Images or diagrams of each exercise
- Exercise names
- Sets and repetitions
- Exercise instructions
- Recommended workout schedule

- A tracking section to mark completed workouts

Clients using the printable program are responsible for tracking their completed workouts and reporting their progress to their trainer during weekly check-ins.

Choosing the printable option does **not change the \$50 + HST monthly membership fee or the level of coaching included.**

6. Weekly Accountability Check-In

Your assigned trainer will provide **one accountability check-in per week.**

Check-ins will normally take place through:

- Trainerize messaging
- Email
- Brief telephone call when appropriate
- Another agreed communication method.

Your weekly check-in may include:

- Reviewing completed workouts
- Discussing missed workouts or barriers
- Reviewing exercise difficulty
- Answering questions about assigned exercises
- Discussing progress
- Reviewing pain or discomfort reported by you
- Providing encouragement and accountability
- Making minor program adjustments when appropriate

Weekly check-ins are intended for **progress monitoring, accountability and program support.** They are not full personal training sessions or scheduled 30- or 60-minute coaching appointments.

If you do not respond to a weekly check-in, the check-in will be considered offered for that week and will not carry forward.

7. Communication & Trainer Support

Your membership includes reasonable communication with your assigned trainer regarding your exercise program.

Ember Active does **not** include unlimited messaging, unlimited phone calls, daily coaching, immediate responses or on-demand personal training.

Messages will be responded to within a reasonable timeframe during Ember Fitness operating hours.

If additional hands-on instruction, detailed form correction or an in-person reassessment is required, an Ember Fitness personal training session may be recommended and can be purchased separately.

8. Client Responsibilities & Safety

As an Ember Active client, you are responsible for:

- Completing your assessment accurately
- Following your assigned program within your abilities
- Exercising in an appropriate and reasonably safe environment
- Using exercise equipment appropriately
- Providing honest feedback about your workouts
- Informing your trainer if an exercise causes pain or significant discomfort
- Informing your trainer of significant changes that may affect your ability to exercise safely.

If you experience concerning symptoms such as chest pain, severe shortness of breath, fainting, severe dizziness or sudden significant pain, stop exercising and seek appropriate medical attention.

Ember Active provides fitness programming and coaching support. It does **not replace medical care, physiotherapy, rehabilitation or other regulated healthcare services.**

Ember Fitness may recommend appropriate professional clearance or an in-person reassessment when reasonably necessary before beginning, continuing or modifying certain exercises.

9. Missed Workouts & Check-Ins

You are responsible for completing your assigned workouts.

Missed workouts do not qualify for refunds, account credits or extensions of your membership.

Similarly, if you choose not to respond to or participate in your weekly check-in, the unused check-in:

- Has no separate cash value
- Does not qualify for a refund or credit
- Does not carry forward to another week

Your trainer will continue to provide reasonable programming and accountability support while your membership remains active.

10. Membership Fee & Automatic Renewal

Ember Active costs **\$50.00 CAD + applicable HST per month.**

Your membership automatically renews each month until cancelled.

By subscribing, you authorize Ember Fitness and its payment processor to automatically charge your selected payment method for the monthly membership fee and applicable taxes according to your established billing date.

If a payment fails or remains outstanding, Ember Fitness may temporarily pause Trainerize access, program updates and coaching services until payment is resolved.

11. Cancellation

Ember Active is a **month-to-month membership with no long-term commitment.**

You may cancel your membership at any time before your next scheduled billing date to prevent the next monthly charge.

Payments that have already been processed are non-refundable, except where otherwise required by applicable law.

If you cancel, your Ember Active services will continue until the end of your current paid billing period.

After your paid membership period ends:

- Weekly check-ins will stop
- Trainer monitoring will stop
- Program modifications and updates will stop
- New printable programs will no longer be provided
- Trainerize access associated with Ember Active may be discontinued

12. Changes to Your Health or Abilities

You must inform your trainer if there is a significant change in your health, injury status, physical ability or circumstances that could affect your exercise program.

Depending on the change, your trainer may request an updated assessment, recommend an in-person reassessment or ask you to obtain appropriate professional clearance before continuing or modifying certain exercises.

13. Trainer Assignment

You will be assigned an Ember Fitness trainer to support your Ember Active program.

Occasionally, Ember Fitness may change your assigned trainer due to vacation, illness, scheduling, staffing or other operational circumstances.

Where reasonably possible, relevant information about your program will be transferred to maintain continuity of service.

14. Agreement to Terms

By purchasing or subscribing to Ember Active through Square, you confirm that you have read, understood and agree to these Ember Active Membership Terms & Conditions.

By subscribing, you acknowledge that:

- Your membership costs **\$50.00 + HST per month**
- Your membership automatically renews each month until cancelled
- You authorize recurring monthly charges to your selected payment method
- You must complete the Ember Fitness Online Assessment Form before your personalized program is developed
- Your trainer will develop your program after reviewing your assessment
- You will primarily receive your program through Trainerize, with a printable illustrated option available if you are unable or uncomfortable using the app
- You will receive one weekly accountability check-in
- Weekly check-ins are not full personal training sessions
- In-person personal training is not included
- You are responsible for communicating relevant changes that may affect your ability to exercise safely
- You may cancel before your next billing date to prevent future charges
- Payments already processed are non-refundable except where otherwise required by applicable law
- Ember Active does not replace appropriate medical or regulated healthcare services

Your completion of the Ember Active subscription through Square constitutes your acceptance of these terms and authorization for recurring monthly billing.