

Policies Acknowledgement and Service Use Agreement For Catalyst Soccer Personal Training Participants

Scheduling Regulations

It is mandatory for all schedule management by both the trainer and client to be conducted through the digital appointment system provided by Catalyst Soccer. Trainers list their public availability online for 4 weeks in advance. The online appointment system has a 24 hour block for making changes to the trainer/player's schedule. To change an appointment that is more than 24 hours from its start time, view the confirmation email received when the appointment was first made, or login into the personal appointment account. Clients do not have the ability to cancel appointments on their own, they can only reschedule. If a client must cancel with less than 24 hours notice he/she needs to contact the trainer directly via email or phone to discuss rescheduling to a new date/time. Each trainer has their own specific policy for solving late cancellation issues so it is best to keep open communication with him/her. Catalyst Soccer is not responsible for resolving disputes of scheduling conflicts, but administrators are available to assist with technical difficulties using the appointment system.

Payment Regulations

A \$5 reservation fee is required to be paid prior to confirming an appointment online. This should be paid by the client, but if a trainer reserves a session on behalf of the client then the trainer must pay the \$5 reservation fee with their own card. However, the trainer may elect to recover that charge by informing the client that an additional \$5 will be owed when they meet for the training appointment. If a private lesson is rescheduled to a new date/time, either by the trainer or client, the original \$5 appointment fee will be applied to the new date/time. If it is canceled and not rescheduled to a new date/time then the trainer will note the "Canceled" status in the appointment system and Catalyst Soccer administrators will refund the \$5 fee. However, the \$5 booking fee is not refunded for "Late Cancel" and "No Show" statuses or due to a client's dissatisfaction with the trainer or lesson. If a client is displeased with the quality of the training session and wants a refund of the trainer's fee then he/she must communicate directly with the trainer about his/her concerns. Catalyst Soccer is not responsible for resolving disputes of financial compensation to the trainer.

Proper Conduct

All participants, spectators, and trainers are expected to maintain a high level of positivity, maturity, respect, and sportsmanship before, during, and after training sessions. Most services are conducted in public areas so a good attitude is important to display at all times. If anyone's character is deemed inappropriate or unethical then the parties involved may elect to suspend or terminate the service at their own will. If a trainer wants to use the image of a player for social media / promotional purposes he/she must first receive consent from the player (or parent/guardian if the player is a minor) before posting the image publicly. Catalyst Soccer is not responsible for resolving disputes of conduct or quality performance, but clients are encouraged to rate trainers in the appointment system and email Info@CatalystSoccerTraining.com with testimonials of good or poor service by a specific trainer.

TO COMPLETE THIS AGREEMENT...

The participant(s) who will be physically participating in activities/services provided by the trainer(s) must send an email message directly to the person who gave access to this document and requested a reply. The email statement from the participant(s) should read "I accept and agree to the above terms for location, duration, cost, policies, and liability."

This acceptance statement confirms that the participant(s) have completely read this Policies Acknowledgement and Service Use Agreement in addition to the other service details outlined in the original message from the trainer sent along with the link to this document.

The participant(s) fully acknowledges, agrees, and understands that substantial rights may be given up by accepting these terms, but the acceptance statement was provided freely and voluntarily and without oral or written inducement, assurance or guarantee. The acceptance statement is intended to be a credible and unconditional signature to approve of and comply with the terms and conditions set forth by Catalyst Soccer Training, Catalyst Empire Inc., and Catalyst Soccer Affiliate Trainers.

