

**Fitness on the Run**  
**109 South Alfred Street**  
**Alexandria, VA 22314**

### **How We Schedule Personal Training Sessions**

All Fitness on the Run clients receive an email on the 15th of every month requesting their schedule requests to be submitted for the next month, including any changes preferred for the next month's schedule. For example, if you are traveling or know of a day you can't train, we will make sure you do not train that day. **Please respond regardless of any changes**, even if it's just to say "*the same as last month*". *Requests must be submitted to [margaret@fitnessontherun.net](mailto:margaret@fitnessontherun.net) by the 18<sup>th</sup> of each month.* We encourage are clients to work with multiple trainers.

We pride ourselves on scheduling you with the trainer(s) you choose as well as the time and day you prefer. Please help us do this by responding to the email and letting us know of any flexibility you have. If we receive your request after the 18<sup>th</sup>, we cannot guarantee your preferences.

We plan to email Fitness on the Run clients and alert you that the schedule is complete by the 23rd of each month.

If you have any issue with your schedule, please email Margaret and she will aim to remedy the problem. Please understand we have a large number of clients who are currently interested in 6am, 7am, 5pm, 6pm and 7pm. Please know, we are doing what we can to accommodate your preference(s).

### **Once the schedule is distributed**

Please know your scheduled workout times or try to rely on the system reminders.

**The auto-reminders are sent to your email address on file 48 hours before your scheduled appointment or you can check your schedule online. See below on how to do that.**

### **How to use Fitness on the Run's online scheduling**

\***Web site** - [www.fitnessontherun.net](http://www.fitnessontherun.net)

**Online Calendar** - right corner, you will see new user set up -

\***Log In** - create your account (user name & password) **NOTE:** password must include digit

\***Online Calendar** (right hand portion of screen)

Upper Right Tabs - **MY INFO** – this is your personal Information

Under this tab - Click on **My Schedule** – this shows your current scheduled appointments. **You will be able to see your upcoming appointments; can make appointments or early cancel appointments at this screen.**

**(Remember any cancellation within a 24 hour period is a late cancel and charged)**

\***APPOINTMENTS** – (next to **MY INFO** Tab)

Daily or weekly view (right drop down)

Click on the available appointment with the trainer you want (you can choose from Personal Training or Peak Hour Personal Training with your current package – **NOTE:** The available appointments are in **maroon**. This directs you to a menu where you can make a single or recurring appointment.

You will also see the drop down instructor option and session type & times.

If you make a recurring appointment, it will ask you for an ending date and frequency, i.e., 1 x week, etc.

**For cancellations not made online and within the 24 hour cancellation window, please contact your trainer directly – so they won't be waiting for you to arrive. All trainers can be reached by "first name"@fitnessontherun.net**