

FREQUENTLY ASKED QUESTIONS

Why did the YMCA redesign the personal training programs?

- **IMPROVED RESULTS** - To improve results from personal training. With the redesigned program participants will be working with personal trainers to plan an ongoing program designed to meet their individual needs. The trainer can now more effectively plan and design a program that encompasses more than just a great workout but a long term plan on how to successfully meet and beat your goals
- **SIMPLIFIED REGISTRATION** - To improve the registration process and simplify renewing personal training for our participants. With the new EFT program members will only have to sign up one time and will be able to continue their training program without interruption.
- **MORE AFFORDABLE** - The redesigned program will allow for training programs to be paid for weekly rather than in a large onetime payment to cover several months of training. The Y feels strongly that you will have a much higher rate of success with successfully obtaining your goals and shifting toward a positive healthy habit. Personal The new program will help to make personal training accessible and affordable for all members.
- **REWARDS** - In YMCA personal training focus groups and member surveys members have told us that they would like to be rewarded for their long term use of the personal training programs. The redesigned program does just that by rewarding members with price breaks for continued commitments to health through personal training.

Can I just pay for my program upfront?

The EFT option is designed for your convenience and affordability so you can pay for your training as you use it and not have to worry about re registration. If you prefer pay up front you will still have the option to do so for all of the programs.

Can I buy just one session, to try it out?

The redesigned personal training program has many flexible options and is set up to help you achieve results. One session of personal training is rarely effective in achieving results, therefore purchasing one session is not recommended. If you are considering personal training we can offer you a free consultation session which is actually already part of our Y's Get Started program. This is where you will be able to work one on one with a YMCA Personal Trainer to determine the most effective program for you.

Did the prices go up?

The prices did not go up and actually went down slightly to enable the model to be even more assessable. The Y feels strongly that personal training is a key avenue where we can make an impact in improving a community's health, but realize that personal training is often out of reach for most individuals and families budgets. The new program is meant to be offered for more versus the exclusivity personal training often creates with for profit branding.

Can I still purchase an intro Package?

We want all our members who participate in the Y's personal training program to set themselves up for success, and we know that a commitment of three months is an ideal approach to walk away with results, and habits to maintain a healthier lifestyle. We offer one month commitment which can act like an intro package, and cater to those who want to commit to a short term goal, or need some more time to understand the value our personal training programs offer.