



Frequently Asked Questions

Why should I have a personal trainer?

The right personal trainer changes everything. VeriFit is the only place to find a personal trainer whose credentials are manually verified and matched to your fitness goals and personality. At VeriFit, we're the only service that verifies all our trainers' certifications and ensures they're insured. We also have proprietary arrangements with popular office buildings and apartment communities, so our trainers come to you where it's most convenient.

Does it cost anything to become a VeriFit member or a VeriFit Pro?

VeriFit membership is FREE to both members and fitness professionals. There is no membership or maintenance fee.

How does pricing work?

Pricing for individual sessions and session packages are set by the individual trainers. VeriFit is paid through a revenue share by the trainer. You will not have to pay until the completion of your training session.

How do I book a training session?

Simply log in or sign up, supply a few pieces of profile information, search for your perfect trainer based on your preferences and then select from his/available dates and times. You will be asked to provide a credit card only when you are ready to secure an appointment. Your credit card will be charged after the training session is completed. Credit card processing is securely managed by our payment processing partner, Stripe.

What is the cancellation policy?

We understand that schedules change. For that reason, we allow cancellation with notification at least 48 hours prior to the start of the scheduled session. Since the trainer was not given enough time to fill that time slot, you will be charged in full for that session. If the session is part of a package of sessions, you will only be charged for the one missed session. The remaining sessions will be charged upon completion of each session.

Is there a money back guarantee?

Absolutely! If there you're unsatisfied for any reason, we will provide a refund for the cost of the session. We also encourage you to book with another trainer. All our fitness professionals are expertly trained and certified. However, finding the right personality fit equally important. If you're satisfied with your session, please email Info@GetVeriFit.com to be paired with a different trainer. All refund requests must be made within 7 days of completing the session.

Where are VeriFit trainers found?

VeriFit is headquartered in Atlanta, GA, with plans to expand nationally.