

Terms and Conditions

1. Programme expectations

- 1.1 The Personal Trainer will use his skills and knowledge to design a safe programme of exercise that will take into account the personal goals, fitness levels and exercise preferences of the Client.
- 1.2 The Personal Trainer will provide the coaching, supervision, advice and support within his scope of practice that the Client may need to help achieve their goals.
- 1.3 The Client's progress will be regularly monitored and the programme revised and adjusted if necessary for optimum results.
- 1.4 The Personal Trainer will provide all necessary equipment and will organise appropriate venues for all the sessions.
- 1.5 All Client information will be kept strictly private and confidential. If the Personal Trainer requires further medical information from a practitioner, the Client will provide such details and acknowledges the Personal Trainer may in his discretion pause the Service until such information has been received.
- 1.6 The Client is required to arrive on time to training session so that a full session can be achieved.
- 1.7 The Client is required to wear appropriate clothing and footwear. Clothes should be loose fitting and non-restrictive. Footwear should be comfortable and provide adequate support.
- 1.8 The Client is required to bring an appropriate water bottle, filled ready for the session.
- 1.9 Results from training vary, while the Personal Trainer can give you the tools and encouragement to reach your goals, ultimately the Client will need to assume responsibility for making the required changes to see these. The Personal Trainer can best help you with this process if you keep the Personal Trainer fully informed of any issues that arise. If you have any questions or concerns whatsoever, please don't hesitate to voice them.
- 1.10 It is understood between you and your Personal Trainer that the Client must commit to the training programme 100% in order to achieve results.

2. Health Screener

- 2.1 Client's must complete and return and signed and dated PAR-Q before commencing any exercise programme or commencement of the Service.
- 2.2 The Client may be required to provide a letter of 'medical clearance' from their GP, please note your GP may charge for this.
- 2.3 It is the Client's responsibility to keep the Personal Trainer updated and informed of any health issues and will complete a new PARQ form as and when the Personal Trainer deems necessary.

3. Fee Charging Policy

- 3.1 In consideration of the Service, all sessions will be paid according to the session rates charged at the time of booking.
- 3.2 Payment for the Service in the form of single sessions will be paid for at the end of the session.
- 3.3 Payment for the Service in the form of block bookings will be paid for in advance.
- 3.4 All purchased sessions must be redeemed within 90 days of purchase or they will be forfeited.

4. Cancellations

- 4.1 The Client understands that it is the responsibility of the Client to ensure that the dates and times booked are correct.
- 4.2 To cancel a booked session, the Client must notify the Personal Trainer either in person or by phone, text or email.
- 4.3 Cancellation Policy:
 - a) By Client on more than 24hours notice - no charge/loss of session.
 - b) By Client on less than 24 hours notice – Session charged in full.
- 4.4 In the event of cancellation by the Personal Trainer, the Personal Trainer is responsible for notifying the Client of any such cancellation / amended time. In such circumstances there will be no charge/loss of session.

5. **Refund Policy** Sessions and pre-paid blocks of sessions are non refundable.

6. Late Arrivals

- 6.1 In the event of the client arriving late, if the Personal Trainer cannot extend the session, the sessions will end at the agreed time.
- 6.2 If the Personal Trainer is more than 10 minutes late on arrival to the session, the Client can have a full hour from the time that the Personal Trainer arrives (if convenient) or the Client can have the remaining time of the session added on to another session.

7. Data Protection

- 7.1 In order to comply with the Data Protection Act 1998 and the General Data Protection Regulation ((EU) 2016/679), all personal information given by the Client will be kept strictly confidential.
- 7.2 The Personal Trainer will only do what you ask or what you have given permission to do with any personal or sensitive information held about you.
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