

Personal Training

Terms and conditions

Purchasing Sessions and Bookings

- Session purchases can be made on-line or in person at the front desk of the sports centre.
- Session bookings **must** be made with the Personal Trainer who will contact you to schedule your session time.
- Your first session will be either part consultation and workout or just a consultation. This will depend on what Personal Trainer you work with.

Payments

- All payments must be made in full, either in person at the front desk of your club or on-line.
- All payments must be made in full prior to any sessions being undertaken.
- If you purchase sessions in person, you will receive a copy of this agreement, along with a receipt for any payment of sessions you make. If you purchase online, you should retain a copy of this agreement, the terms and conditions and receipt for any payment of session purchases you make.

If you pay for a block of 10 sessions they must be used with in 12 weeks

Session Cancellations

- If your Personal Trainer falls sick prior to your session they must reschedule within 24 hours upon their return to work. If a timeslot cannot be arranged between PT and client the session will be refunded.
- We require a minimum of 24 hours' prior notice of any cancellation of any Personal Training sessions. This can be made directly through your personal trainer or the sports centre. If you do not provide a minimum of 24 hours' prior notice, you may lose that session and no refund will be made to you.
- Any rearranged cancelled sessions will be at a time mutually agreed between you and the Personal Trainer.

Lateness

- If your Personal Trainer is more than 15 minutes late for your session you will be entitled to a complimentary session, along with any remaining time you still have for that session.
- If you are late for your session, your session will be reduced in accordance with that time. If you are more than 30 minutes late, your Personal Trainer may choose to cancel the session and you may lose that session, in which case no refund will be made.

Personal Trainer

- If for any reason you are unhappy with your Personal Trainer, you may transfer to another personal trainer at any given time-subject to availability.
- In all circumstances, any sessions used with the previous Personal Trainer remain used.
- Your Personal Trainer cannot prescribe treatment or diagnose medical conditions. They may at any time ask to consult with your GP should any medical condition arise.

Refunds

- If for any medical reason you are no longer able to complete any Personal Training sessions, you will be given a refund on any outstanding sessions. We may ask for you to provide proof from your GP.
- If you leave the sports centre for any reason, you will not be entitled to a refund.
- If your Personal Trainer leaves the sports centre, no refund will be given and you will be assigned another personal trainer by the club.
- Any other refunds are at the discretion of the Fitness Manager.

Client name:

Client signature:

Date:

Personal trainer name:

personal trainer signature:

Date: