

# TERMS AND CONDITIONS

These terms and conditions will apply to anyone booking training or nutrition sessions. Instructions by a client to commence personal training, or any other service we may provide, will constitute acceptance of these terms and conditions.

The client is asked to pay special attention to the provisions related to liability and cancellations - this does not affect your statutory rights.

## **The Trainer's and Nutritionist's Obligations**

The trainer and/or nutritionist will use their skills and knowledge to design a safe programme that will take into account the client's personal goals, fitness levels and likes and dislikes, related to exercise and diet.

The trainer will provide the coaching, supervision, advice and support that the client may need to help them achieve their goals.

All officers of The Health Concierge will maintain a professional attitude and manner throughout every session.

## **The Client's Obligations**

It is understood between client and trainer that both must commit to the programme 100% in order to achieve results. The client is required to arrive on time for each training session, so that a full session can be achieved on each visit. 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. In order to design your nutritional programme and to assess its effects, it is essential that you are honest with us regarding your nutritional intake.

## **Personal Training Terms and Conditions**

### **1. PAR-Q**

All clients must complete a PAR-Q form before commencing any exercise programme. Your trainer may require a letter of 'medical clearance' from your GP. Please be aware that your GP may charge for providing this letter. Your trainer cannot be held liable in any way for undeclared or unknown medical conditions.

### **2. Cancellation Policy**

24 hours notice of cancellation is required for all appointments. Notice of less than 24 hours will incur a full payment of the session fee.

### **3. Lateness Policy**

If the client is late for a session, the session cannot be extended and will end at the appointed time. If the trainer is late, additional time will be added to the session or to subsequent sessions.

### **4. Fee Charging Policy**

Payment for all services must be received in advance. All monies paid are non-refundable. The cost of each session is calculated based on the number of sessions you commit to each week and the duration of your commitment. Therefore, a time limit is set for each package as follows:

- 6-week package expires 8 weeks after first appointment
- 12-week package expires 16 weeks after first appointment
- 24-week package expires 32 weeks after first appointment

### **5. Miscellaneous**

The Health Concierge may amend these terms and conditions from time to time. All sessions, packages and purchases from The Health Concierge from the date that the terms are amended on, will be governed by those new terms.

These terms and conditions shall apply when you use the services of The Health Concierge. They shall supersede any and all other conditions, understandings, commitments, agreements or representations (except fraudulent misrepresentations) whether oral or in writing. The Health Concierge advises that you keep safe a copy of these terms and conditions.

If any of these terms are held to be invalid or unenforceable, those terms will be struck out and the other terms remain. These terms and conditions are subject to the laws and exclusive jurisdiction of the United Kingdom of Great Britain and Northern Ireland.