



## Personal Training Terms and Conditions

These terms and conditions apply to your purchase of all personal trainer (Personal Trainer) sessions and/or consultations (Personal Training).

### Terms and Conditions

- These terms and conditions form part of your agreement with Look Sharp Fitness.
- Your agreement is made up of your completed and signed Personal Training membership agreement form, and these terms and conditions. These documents together form a legal agreement between us, so please make sure that you read them carefully and understand them. If you have any questions, please ask.

### Purchasing Sessions and Bookings

- Session purchases can be made over the phone, in person or through email with me.

### Payments

- All payments must be made in full, either in person, via Bank transfer or PayPal.
- 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.

### Session Cancellations

- If I fail to give you 48 hours' prior notice of any cancellation, you will be entitled to 1 extra hour of Personal Training, in addition to the session you missed.
- I require a minimum of 48 hours' prior notice of any cancellation of any Personal Training sessions. This can be made directly via phone call or text message. If you do not provide a minimum of 48 hours' prior notice, you will 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 I'm more than 10 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 25 minutes late, I may choose to cancel the session and you may lose that session, in which case no refund will be made.

### Personal Training Packages and Expiry

- All Personal Training packages purchased have a 2 month expiry, after which time any unused sessions will be lost and no refund will be made. This is to ensure I deliver all your required sessions to enable you to achieve your goals.
- You may extend Personal Training packs for between one month and 12 full calendar months for the following reasons only:
  - Pregnancy
  - Serious illness
  - Serious injury
  - Redundancy
- To extend your Personal Training packs you must contact me; I may ask you to provide proof of pregnancy, serious illness, serious injury or redundancy.
- Any other extensions are entirely at the discretion of me.

### Personal Trainer

- If for any reason you're unhappy with me, please let me know and we can aim to resolve this straight away.
- I cannot prescribe treatment or diagnose medical conditions. I 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. I may ask for you to provide proof from your GP.
- Any other refunds are at the discretion of me.