



**MORE THAN MOVEMENT**

Fitness & Wellbeing

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### **Your Personal Training Policy**

I look forward to working with you and helping you to achieve your fitness goals. Please read through the below terms and conditions.

1. All sessions must be paid for in advance unless otherwise agreed.
2. I understand that all pre-paid personal training packages are to be used at a minimum of one session per week, unless otherwise agreed. Blocks of ten sessions can be paid in x 2 instalments, with the second instalment due on the 5<sup>th</sup> session. No refunds will be given for cancelled pre-paid packages, except for prenatal clients (see the terms for this in no 16.)
3. I understand that I must contact my trainer directly by email on [info@morethanmovement.co.uk](mailto:info@morethanmovement.co.uk) to cancel or change booked sessions. I understand that if I need to cancel a training session, I will need to contact my trainer strictly more than 24 hours ahead of our session time, or in the case of sessions booked on a Monday, by midday on the previous Saturday, to avoid being charged for the session. This gives time to fill the session. Cancellations made with less than the required notice will incur full charge.
4. In most cases your trainer is not able to carry out the session beyond the agreed time, so please be on time for sessions. In the unlikely event that your trainer is late for a session, you will still receive the full session time or have the outstanding time added to another session.
5. Opening hours are daytimes Monday to Friday. All queries can be sent to [info@morethanmovement.co.uk](mailto:info@morethanmovement.co.uk) and will be answered as soon as possible during opening hours.

Please note that queries sent during the evening, on public holidays and weekends will be responded to during opening hours. Please use this email address or contact via the More Than Movement Facebook page ([www.facebook.com/fitnessmtm](https://www.facebook.com/fitnessmtm)) rather than messenger, whatsapp etc as queries can then be monitored and responded to more effectively.

6. I understand the results of any training programme or coaching course cannot be guaranteed, and my progress depends on my effort and cooperation in and outside of the sessions. In particular I acknowledge that individual results may vary, and no particular result is guaranteed by my trainer.

7. I understand that there are inherent risks in participating in a programme of exercise. If you sustain or claim to sustain any injury while participating in the fitness programme, you acknowledge that the trainer is not responsible providing the trainer has delivered the appropriate training.

8. I certify that my answers to the questions outlined on the PAR-Questionnaire form are true and complete to the best of my knowledge. I understand and agree that it is my responsibility to inform my trainer of any conditions or changes in my health, now and ongoing, which might affect my ability to exercise safely and with minimal risk of injury.

9. I understand that in the unlikely event of my trainer being unable to continue my training, I am entitled to a full refund for any unfulfilled sessions.

10. If borrowing books I will keep them in good condition and replace if lost or damaged beyond proper use.

11. If using the Power Plate I agree to observe the safety instructions as not doing so can lead to injury. The machine is not to be used during pregnancy.

12. If my children are present during sessions, I understand that they are my responsibility at all times, and they must not be used for exercise and must be kept at a safe distance during exercise. I am of course free to go to my child at any time during the session as needed, including for feeding/nappy stops.

13. I will try my best to adhere to the time of appointments given. Your trainer reserves the right to cancel your program and refund your outstanding sessions if you regularly cancel your appointment time.

14. If you are training with one or more friends or training partners, and one of you needs to cancel, then the others must still adhere to their given session time where possible. Sessions not cancelled

with a minimum of 24 hours' notice (or by Saturday at midday for Monday sessions) will incur full charge. If one of you cannot make a session time then the session can be paid for individually on a one-to-one cost basis if you prefer by the person/people attending, and then your package of sessions bought together will not be affected.

15. All packages are available in blocks of ten sessions only and must be paid for in full or by 2x instalments, unless otherwise agreed.

16. Pregnancy clients: If you go into labour or experience any medical conditions preventing you from exercising then you can use what credit you have left towards post-natal services or take a gift voucher.

17. Please appreciate that it is not always possible for your trainer to message you back asap if you have a query, so please leave plenty of time to contact and for your trainer to reply should you have any questions about your session.

18. In light of the Covid-19 situation, government guidelines must be adhered to. Sessions can now be taken online or outside. Should you have an outside session booked and the weather is not ideal, then the session will be held online.

Laura appreciates you taking the time to read our terms and conditions, which are in place to help offer you the best and most professional service possible. If you have any questions at all, just let Laura know. Thank you.