



MORE THAN MOVEMENT

Fitness & Wellbeing

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 and check you are happy with them before taking up any sessions. Thank you.

For group classes and courses, please see the individual booking policy for those when you book.

For Personal Training Packages:

1. All sessions must be paid for in advance.
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 5th session. No refunds will be given for cancelled pre-paid packages, although a voucher can be granted for outstanding sessions cancelled due to medical reasons which would prevent you from exercising.
3. I understand that I must contact my trainer directly by email on 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 more than 24 hours ahead (of a working day, excluding weekends and public holidays) In the case of sessions booked on a Monday, sessions would therefore need to be cancelled 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. Laura's opening hours are daytimes Monday to Friday. All queries can be sent to 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 only this email address or contact via the More Than Movement Facebook page (www.facebook.com/fitnessmtm) for contact rather than private Facebook messenger, WhatsApp etc, particularly during closing hours, as queries can then be monitored and responded to more effectively. This is also to protect personal and family time.

5. I understand the results of any training 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.

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

7. 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.

8. 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.

9. 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 or if you have any metal plates or similar.

10. 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.

11. I will try my best to adhere to the time of appointments given. Your trainer has held these times specifically for you and will not give that time to anyone else, so it is important that you adhere to the time. Your trainer reserves the right to cancel your program and refund your outstanding sessions if you regularly cancel your appointment time.

12. 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' working day 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.

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

14. 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 postnatal services or take a gift voucher.

15. 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.

16. In light of the Covid-19 situation, government guidelines must be adhered to. Sessions can 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.

17. Any of Laura's exercise videos or links sent to Laura's Vimeo videos are for your use only and must not be shared, copied or distributed.

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.