

These terms and conditions apply to your purchase of all personal trainer sessions, fitness classes and/or consultations.

Terms and Conditions

- These terms and conditions form part of your agreement with Ross Fitness.
- Your agreement with me is made up of your completed and signed Personal Training 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.

Bookings

- Session bookings can be made by phone, email, text, messenger.
- We aim to respond to requests within 24 hours and we will inform you if we are able to accommodate your request or, alternatively, to discuss your personal goals.

Payments

- Monthly fees are calculated by the amount of lessons in the corresponding month.
- All payments must be made in full prior to any sessions being undertaken.
- Bank transfers should be received prior to sessions and at the beginning of each month.
- All sessions must be used within the calendar month to which they relate. Any such sessions not used within the calendar month will be lost without any refund and may not be carried over into the following months.
- There is a 12-week minimum commitment to all Personal Training packages. 12 weeks must be completed before you will be entitled to cancel any sessions, or any refund payments can be made.
- Top-up sessions for Personal Training are available at any time but must be paid in advance to additional sessions.

Session Cancellations

- If your Personal Trainer fails to give you 24 hours' prior notice of any cancellation, you will be entitled to 1 extra hour of Personal Training, in addition to the session you missed.

- We require a minimum of 24 hours' prior notice of any cancellation of any Personal Training sessions. This can be made directly by phone or text. 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.

Cancellation of Ongoing Training

If you have completed 12 weeks of Personal Training and you choose to finish your sessions going forward, you must notify me, and I recommend that you do so in writing by email or letter.

Lateness

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, your Personal Trainer may choose to cancel the session and you may lose that session, in which case no refund will be made.

Expiry and Extensions

- All Personal Training sessions purchased have a 90-day expiry, after which time any unused sessions will be lost and no refund will be made. This is to ensure we deliver all your required sessions to enable you to achieve your goals.
- You may extend Personal Training packages 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 packages 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 myself.

Health

- A 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.
- You are responsible for your own health, emotional and overall wellbeing and for the attainment of your overall health and fitness goals.
- If your health changes or you have an injury notify the trainer prior to session to check suitability for participation and prevent further problems.
- Exercises and equipment used in training can be potentially hazardous that involve the risk of injury.
- By participating in training sessions, you declare yourself physically sound, without any existing medical condition or injury (other than those declared on Physical Activity Readiness Questionnaire) that would affect your participation in training sessions.
- You participate in training and fitness sessions entirely at your own risk.

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.
- Any other refunds are at the discretion of myself.

Clothing and Footwear

Students should wear appropriate clothing and footwear for fitness training.

Abusive or Inappropriate behaviour

Any student whose behaviour is repeatedly inappropriate with that of a fitness class situation will be asked to discontinue their attendance.

Physical Contact

Due to the physical nature of fitness training, occasional and appropriate physical contact between trainer and student may be necessary to ensure safe training practise and correct technique.

Photography and video

Ross Fitness may take photographs and/or video recordings of fitness training for promotional work or as an aid to teaching. Students agree that images may be edited and reproduced for these purposes. These images may be used on all social media sites, such as but not limited to Facebook, Twitter, Instagram, and for promotion of both Ross Fitness and Commit 2 Be Fit. Promotion of the companies will include websites, publications and any media coverage.

Computer database

For the efficient running of Ross Fitness, a computer database is maintained of current student information including students dates of birth and fitness plans. The information will not be passed on to any other organisation or individual not associated with us.