

Terms and Conditions – Client Declaration

- 1 I understand that Training Points operate on a pre-paid basis and all sessions must be paid in advance. Bookings will not be confirmed until my Personal Trainer has received payment in full.
- 2 I understand that once my Personal Trainer and I have agreed upon the most appropriated training programme / package for me, payment must be made before the sessions are conducted. I understand that failure to make a payment will result in my sessions being forfeit.
- 3 I understand that all pre-paid block courses and packages have a completion date. Outstanding sessions will not be carried over the completion date unless a prior agreement has been made with my Personal Trainer.
- 4 I understand that I must contact my Personal Trainer directly to cancel or change booked sessions. I understand that if I need to cancel a training session (even a free consultation) I will need to contact my Personal Trainer within 24 hours of our session time. Cancellations made with less than 24 hours notice will incur the full charge of that session. I understand that cancellations for pre-paid block sessions and packages which I have already started, will incur a 25 % charge for any outstanding sessions to cover time spent by my Personal Trainer, developing and planning my programme.
- 5 I understand all sessions will last 1 hour unless otherwise stated and will start and finish on time. I also understand that my Personal Trainer may not be able to provide a full hour if I am late for a session. However, if my Personal Trainer is late for a session, I will still receive the full session time or have the outstanding time added to another session.
- 6 I understand the result 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 either my Personal Trainer or Training Points guarantees no particular result.
- 7 I understand that there is inherent risk in participating in a programme of strenuous exercise. If I sustain or claim to sustain any injury while participating in the fitness programme, I acknowledge that Training Points is not responsible, except where the injury was caused by the gross negligence or intentional act of my Personal Trainer.
- 8 I certify that my answers to the questions outlined on the Pre-activity Questionnaire are true and completed to the best of my knowledge. I understand and agree that it is my responsibility to inform my Personal 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 Personal Trainer being unable to continue my training, I can have my sessions transferred to another similar Personal Trainer who agrees to take over my training or I can request a full refund from my existing Personal Trainer for any unfulfilled sessions.

I agree to the above Terms and Conditions for the duration of my training with Training Points.

Clients signature

Personal Trainer

Date