

Terms and Conditions

Payment/Bookings Policy

Once you commit to purchasing a personal training package with us (verbally, by email or in writing), please ensure that payment is made prior to your training commencing. Payment can be made by cash, cheque and bank transfer. Our bank details will be stated on your invoice. The fees are non-refundable and non-transferable.

10 session packages (based on 1 session per week), must be used within 12 weeks of commencement.

10 session packages (based on 2 sessions per week), must be used within 7 weeks of commencement.

If you have unused sessions remaining by the expiry date, these will become void.

Session Cancellation Policy

A minimum of 24 hours notice in advance of cancellation is required for all appointments. If appointments are cancelled within 24 hours of the scheduled start time and cannot be rebooked for another mutually convenient time during that week, a 100% cancellation charge will be made and the session lost. Emergency cancellations will be treated fairly and at the discretion of the trainer.

Long Term Absences due to illness, injury, pregnancy & other

These situations will be dealt with fairly and on an individual basis. Sessions will be kept on-hold for an agreed period of time, after which, should you still not be in a position to recommence training, they can be transferred to another suitable person or will become void.

Trainer Cancellation

In the event that the trainer becomes ill or is unable to attend your scheduled session due to unforeseen circumstances, your session will be rescheduled for another time and your package expiry date extended accordingly. If you are unable to reschedule at all, the session will be refunded.

Training at Home

The personal training service provided to you will be predominantly carried out in your own home and garden. It is your responsibility to provide a safe area for the training to take place. If you have dogs, cats or other animals at your premises please ensure that they are kept away from the training area to ensure theirs, yours and the trainer's safety. If you wish to utilise your own fitness equipment during the session, please ensure that it is well maintained and in good working order. The trainer cannot be held responsible for any damage to any client's equipment used during the session.

Disclaimer

I recognise that the personal trainer is not able to provide me with medical advice with regard to my medical fitness and that the information collected in the Medical Questionnaire is used purely as a guideline to the limitations of my ability to exercise. Should you be concerned about your ability to exercise you should consult with your GP in advance of commencement of training.

I also state that I voluntarily wish to participate in activities which may include aerobic exercise, resistance, stretching and use of fitness equipment. I realise that my participation in these activities is entirely at my own risk and carries the risk of injury and even the possibility of fatality. I will not seek to penalise, prosecute or claim compensation from KB Fitness & Nutrition Ltd or its instructors and assistants for any injury, loss or damage.