

## **Gomez Valiant Performance - Personal Training Epsom - All Round Athlete - Terms & Conditions**

You are advised to read (and are responsible for reading) all information set out in these terms and conditions fully.

### **The Trainer's Obligations:**

- The trainer will use their skills and knowledge to design a safe programme of exercise to achieve the client's goals.
- This will take into account: the client's age, health, lifestyle, background, occupation, fitness levels, likes and dislikes related to exercise and personality.
- The Trainer will endeavor to educate, motivate and inspire the Client to reach these goals.
- The trainer will provide the coaching, supervision, advice and support that the client will need to help them achieve their goals during each session.
- Health Screening - All clients must complete a PAR-Q before commencing any exercise programme.
- Your trainer may require a letter of 'medical clearance' from your GP depending on your health status. (Please be aware that your GP may charge for providing this letter)
- Your trainer cannot be held liable in any way for undeclared or unknown medical conditions.
- If your trainer misses your session that you attended, you will be credited with an extra complimentary session.
- Late cancellation policy is prerogative based on circumstance of illness or family matters.
- To lead by example and give 100% commitment.
- To be completely honest if goals are unattainable.

### **The Client's Obligations:**

- Be on time so that a full session can be achieved on each visit. Arrive 10 minutes early to warm up and stay 10 minutes after to cool down and stretch.
- The client is required to wear appropriate clothing and footwear.
- Clothes should be loose fitting and non-restrictive. Footwear should be comfortable and provide adequate support.
- Commit to the block 100% in order to achieve results.
- Provide all information needed to achieve goals ex. Food diary, Photos, Check in Weekly (if asked to keep)
- To supply the trainer with further medical information from a practitioner.

### **Session Cancellation Policy:**

Late cancellation policy is prerogative based on circumstance of illness or family matters. Trainer can charge for a full session, if sufficient excuse is void of illness or family matters contrary to the trainer not supplying valid reason of illness or family matters then you will be credited a full complimentary session.

If your trainer misses your session that you attended, you will be credited with an extra full complimentary session contrary to the trainer turning up and the client not attended then the trainer will charge a full session.

### **Re-arranging a Session:**

At least 12 hrs notice is required to re-arrange a session; this can only be done if the trainer has the availability you need.

If the trainer is unavailable to re-arrange, the session would either need to be kept or be canceled.

### **Lateness Policy:**

If the client is late for a session the session cannot be extended and will end at the appointed time. If the trainer is late additional time will be added to the session or to subsequent sessions. If the client arrives more than 20 minutes late for a scheduled appointment, the trainer may leave the premises and the appointment may be forfeited.

### **Fee Charging Policy:**

For bank transfers; Gomez Performance AN-70021490 SC-40-18-00

### **Other:**

#### **Long Term Absences - Injury, Illness, Pregnancy & Other**

Will be dealt with fairly and on an individual basis. Sessions can be used when you are well and able to do so again. If you are unable to return to the original or an amended version of the training programme after an agreed period of time (6 months or more) the sessions may be transferred to another suitable person. (see below for refund structure)

#### **Contract Cancellation & Refunds Policy**

If you decide to cancel your chosen package, you will be refunded in the following manner:

#### **Monthly or BLOCK Packages**

If you cancel within 14days of initial payment– 100% refund of remaining sessions.

Non refundable if you cancel after 14 days of initial payment, each individual will be dealt with on a personal circumstance fair base.