**Wolfman Fitness Terms and Conditions of Business**

These terms and conditions apply to your purchase of all personal trainer (Personal Trainer) sessions and/or consultations (Personal Training).

**Terms and Conditions**

* These terms and conditions form part of your agreement with Wolfman Fitness.
* Your agreement with us is made up of your agreement and transfer of funds, either electronically or as a cash fee, these terms and conditions and the terms of club use. These 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 Chris, or a member staff at the club.

**Purchasing Sessions and Bookings**

* Session purchases can be made on-line, via WhatsApp or in person at the club.
* Session bookings **must** be made through the website, or through Chris personally who will contact you if there is a need for any change.
* When you purchase your session, you will be contacted within 24 hours to confirm your booking and details, this will be either email or text or both.

**Payments**

* All payments must be made in full, either in person to Chris, or through direct bank transfer.
* All payments must be made in full prior to any sessions being undertaken.
* If you purchase sessions in person, a record of your purchase will be made for reference and tracking means. If you purchase online, you should retain a copy of your payment, the terms and conditions and receipt for any payment of session purchases you make.

**Direct Debit Payments for Personal Training**

* Direct debit is available for Personal Training pack purchase options only.
* All direct debit Personal Training 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, unless there is mitigating circumstances, which are agreed with Chris.
* There is a 3-month minimum commitment to all direct debit Personal Training pack purchase options. 3 full months must be completed before you will be entitled to cancel any sessions or any refund payments can be made.
* Please ensure your direct debit starts by the 2nd day of each month, you will need to have completed this agreement online and to have sent a picture copy to Chris by the 15th day of the current month.
* Top-up sessions for direct debit Personal Training are available at any time, and can only be purchased by those who have selected the direct debit Personal Training option.
* Payment will be taken on the 2nd day of the month.

**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 through Chris. 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 3 full months of direct debit Personal Training and you choose to finish your sessions going forward, you must notify Chris and we recommend that you do so in writing by email or letter to your Chris.
* If you want to cancel or change your direct debit you must tell us about the change before the 15th day of the month.

**Lateness**

* If your Personal Trainer is more than 10 minutes late for your session you will be entitled to a complimentary session, along with any remaining time you still have for that session.
* 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 packs purchase options have a 100 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 packs 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 packs you must contact Chris; he may ask you to provide proof of pregnancy, serious illness, serious injury or redundancy.
* Any other extensions are entirely at the discretion of the Chris.

**Personal Trainer**

* Your 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.

**Refunds**

* If for any medical reason you are no longer able to complete any Personal Training sessions, you will be given a refund on a percentage of any outstanding sessions. We will ask for you to provide proof from your GP.
* If you leave the club for any reason, you will not be entitled to a refund..
* If your Personal Trainer leaves the club, no refund will be given, but every effort will be made to accommodate outstanding sessions in a ‘like for like’ basis.
* Any other refunds are at the discretion of Chris.