

Clark Coaching Personal Training Terms and Conditions

Terms and Conditions

- These Terms and Conditions form your agreement with Clark Coaching.
- Your agreement with myself is made up of your completed Personal Training agreement which is created upon the transfer of money from your account to Clark Coaching, as well as these Terms and Conditions. This document forms a legal agreement between yourself (the client), and Clark Coaching (the supplier), so please ensure that you have read them carefully and understand them.
- Sessions are booked in the form of increments, these increments consist of a 4 week period of time.

Purchasing Sessions and Bookings

- Session bookings must be made with myself, either at the gym, online, or via mobile.

Payments

- Payments are taken via Direct Debit at the beginning of each Increment of your plan.
- These payments are non-refundable, however if given proper notice the training sessions can be rearranged.
- The Direct Debit is set up on an automatic loop which means payment will be taken at the beginning of each increment until the end of your training.
- Any additional sessions that you book will be paid for at the time of booking and are non-refundable. This charge will automatically be charged to your card using the Direct Debit details that you have provided.

Session Cancellations

- I require a minimum of 24 hours prior notice of any cancellations/amendments of training sessions. You can do this via informing me in person, email, or mobile. If you do not provide the minimum 24 hours prior notice, you may lose your session but will still be charged.
- If I fail to give you 12 hours prior notice of any cancellations, you will be entitled to 1 additional hour of Personal Training free of charge, in addition to the session that was missed.

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Cancellation of Ongoing Training

- If you choose to finish your sessions with Clark Coaching, I will require 1 increment's notice. During this final increment we will continue training at your current rate. Any decrease in sessions will still be charged for.
- Please be aware that in the event of cancellation of all of your future sessions, you will be required to complete a 'Personal Training Cancellation Confirmation' form. This can be either done independently and returned to myself, or over the phone with myself where I will complete it on your behalf.
 - If this form is either not completed, declined, or not returned to myself, then your sessions will not be cancelled and you will continue to be charged the sum of the amount of your previously booked sessions.
 - The form may be declined due to not giving enough notice, and then challenging your final charge. However, these challenges are dealt with on a case-by-case basis.

Lateness

- If I am more than 15 minutes late to your training session, we will complete the remaining time of the session. You will also be entitled to a 1 hour complimentary session.
- If you are late for your session, the session will be reduced in accordance with the time that you are late. If you are more than 30 minutes late to your session, your session will be charged in full and cancelled.

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Expiry and Extensions

- I currently do not offer extensions of training packages.
- Training sessions can only be paused due to extensive circumstances, which include;
 - Pregnancy
 - Serious Illness
 - Serious Injury
 - Redundancy
- Please be aware that if you look to pause training sessions, I will require proof of the circumstances.
- Any circumstances that are not mentioned above will be dealt with at my discretion.
- Personal Training packages can be paused for within 1 month to 12 months.
- In order to pause the personal training sessions, I will require 1 month's notice. However, dependent on the circumstances, this is negotiable.

Refunds

- If for any medical reason you will not be able to continue with your personal training, and you are not eligible for Pausing the sessions, you will be refunded for any prepaid and unused training sessions. However, please be aware that I will require proof of this.
- If you leave the club, you will not be entitled to a refund.
- If I leave the club, you will not be entitled to a refund.

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