

## Terms and Conditions (Personal Training)



All services provided by Touchline Fitness (The Company) are covered in the Terms and Conditions below.

By engaging a Touchline Fitness personal trainer you are agreeing to adhere to the following terms and conditions:

- The trainer will endeavour to educate, motivate and inspire the client.
- The client need supply only themselves, determination and 100% honest effort as required.
- The client must have completed the Touchline Fitness Health Questionnaire and Liability Waiver and if necessary have consulted a doctor to ensure their fitness to take part in a progressive and challenging exercise program. The client understands that they should inform the trainer of any medical condition that may not have been covered in the form or that may arise while they are training with Touchline Fitness. All client information will be kept strictly private and confidential. If the trainer requires further medical information from a practitioner, the client must provide such details.
- The client clearly understands that the trainers are not medically qualified and therefore cannot diagnose or prescribe treatment for any form of injury, disease or any other medical condition.

### Cancellation Policy

Touchline Fitness understand that life can be unpredictable and will make every effort to fit around the client's commitments but unfortunately it is necessary to charge cancellation fees in some instances.

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|-----------------------|-------------|
| • Less than 1 hour    | Full Charge |
| • 1 hour - 12 hours   | 75% Charge  |
| • 12 hours - 24 hours | 50% Charge  |
| • 24 hours - 48 hours | £5 Charge   |

### Payment

Payment will be in advance, normally for ten sessions:

### Responsibility

- It is the client's responsibility to ensure that the date and time of booked sessions are correct.
- The client is responsible for notifying their personal trainer if an appointment has to be cancelled.
- The client understands that cancellation charges apply for less than 48 hours notice.
- It is understood that both client and trainer must commit to the program 100% in order to achieve results.
- The client should wear appropriate and comfortable clothing and supportive footwear. Ladies clothing should provide adequate support where necessary.

## Terms and Conditions

### (Personal Training Continued)



#### Late Arrivals

The personal trainer will wait for 20 minutes past the agreed start time. After such time the trainer will leave the agreed meeting point and the client will forfeit the full amount for the session.

Where the client arrives within the 20 minutes the trainer will complete the remaining part of the hour's original session.

#### Liability

This liability section applies only to the extent permitted by law. For the avoidance of doubt, Touchline Fitness does not exclude or limit any liability for (a) personal injury (including sickness and death) where such injury results from any negligence or wilful default by a Touchline Fitness trainer.

Touchline Fitness does not accept liability (except as set out below) for any errors and omissions and reserve the right to change information, specifications and descriptions of listed packages and services.

Touchline Fitness does not accept any liability whatsoever for any indirect loss, consequential loss, loss of income or profit, loss or damage to property and/or loss from claims of third parties arising out of the services purchased from Touchline Fitness.

#### Miscellaneous

Touchline Fitness may amend these terms and conditions from time to time and clients will be notified of any changes.