**ALPHAtrifit Terms and Conditions.**

**Payment:**

All payments must be made by bank transfer or PayPal at least 14 days before the first session begins.

**Cancellation by client:**

Once booked and paid for and prior to the commencement of the session, you can cancel your session up to 10 days in advance and your money will be refunded. However, cancelling the session with less than 10 days’ notice means ALPHAtrifit may not be able to fill it, therefore refunds are only given if you or ALPHAtrifit are able to find someone else to take your slot. Any time after this ALPHAtrifit has no obligation to re-arrange the session and you would therefore forfeit the session with the expense of the session not being reimbursed. Negotiations are applicable to re-arranging past this time in particular circumstances.

**Cancellation by coach:**

On exceedingly rare occasions sessions may be cancelled for reasons such as extreme weather conditions/venue not available/coach illness. Whenever possible, ALPHAtrifit will offer an alternative session online (via Zoom/Teams) or move the session to a mutually agreeable date/time. However, if this is not possible, then the session will be deemed “lost” and you will receive a partial refund. ALPHAtrifit will use their best endeavours to notify you of any such event via text/whatsapp message in suitable time.

**Missed sessions:**

ALPHAtrifit is under no obligation to refund any monies if you are unable to attend a session. In the case of serious illness (i.e. a broken limb, GP advice etc), each case will be considered individually and in exceptional circumstances you may be given the option of carrying over the unused session to a later date.

**Your health:**

Please inform ALPHAtrifit, by completing a PARQ/Health Questionnaire, of any health issues that may be relevant to the session. This information will be managed with the utmost confidence. The decision to perform any form of exercise remains that of the individual and ALPHAtrifit cannot accept any responsibility for problems during or outside a session. If you are in any doubt as to your fitness or whether you should be taking part, please consult a GP beforehand.

**Indemnity:**

In the event of any problems aside from insurance covered liability, or you experience anything perceived as “negative” from the session, you agree to hold the ALPHAtrifit blameless. By taking part in sessions, you agree to take full responsibility should you not be presented with your expected outcome. Though, be assured that ALPHAtrifit will do everything to help you avoid such out of the ordinary problems or negative consequences of the training sessions.

**Jewellery:**

Please remove all jewellery as this can cause injury or could get damaged or lost. Better still, please leave anything of value at home as there is nowhere to store it safely.

**Lost property:**

ALPHAtrifit is not liable for any personal property you leave behind. Please make sure you remove all your personal belongings when you leave.

**Safety:**

Your safety is of the utmost importance. However, ALPHAtrifit will not be liable for any loss, damage or injury that may occur whilst you are with them. You must be appropriately dressed for your session.

**Contact Hours & Response Time:**

Monday By Appointment

Tuesday to Friday 9am to 5pm

Saturday By Appointment

Sunday Closed

response times 48-72 hours.

**Agreement :**

By taking part in any session with ALPHAtrifit you agree that you have read, understood and accept these Terms and Conditions.