



[www.taylormadefitness.biz](http://www.taylormadefitness.biz)

## Terms and Conditions – revised June 2018

Please note that the following terms & conditions apply to activities booked with taylor-made fitness and your booking will constitute your acceptance of these:

1. I require a minimum number of people to run any course or class and reserve the right to cancel prior to the start date should we not have sufficient uptake. In the event that your session is cancelled, your payment will be refunded in full.
2. All courses are pre-paid as a one-off termly fee. Personal training sessions are paid monthly or quarterly in advance via bank standing order.
3. Taylor-made fitness will not refund any payments for sessions missed as a result of your absence.
4. If you withdraw from your activity as a result of an injury suffered during a taylor-made fitness session, about which you notify the instructor at the time and which prevents further participation, a refund will be arranged on production of a letter from a relevant health care professional.
5. It is your responsibility to ensure that you are in good health and do not suffer from any condition(s) or physical impairment(s) which could prevent you from completing your booked sessions safely. You must notify your instructor prior to commencing any taylor-made fitness session of any such condition(s) or physical impairment(s) which could prevent your safe participation in the activity, and seek medical advice in respect of the same.
6. You will be required to complete the taylor-made fitness health questionnaire prior to commencing any activity and again every September. The health questionnaire (informed consent) will be sent to you prior to your activity and must be completed and submitted before you commence any activity. All sections must be completed and no amendments by you to the disclaimer will be accepted.
7. It is your responsibility to request, complete and submit an updated health questionnaire if your health changes at any time during your activity.
8. Please understand that taking part in any taylor-made fitness activity is done completely at your own risk and by agreeing to these terms and conditions you absolve taylor-made fitness and any of the trainers any responsibility for injury.
9. In addition to the terms and conditions set out above, personal training clients are advised of the following:
  - payments are made monthly or quarterly via bank standing order
  - your payment covers a total number of sessions per booking period
  - no refunds are available for sessions missed due to your own holidays; in the event that I am unable to offer training due to my own holidays, we will agree suitable replacement sessions, which may be carried over to a different booking period if necessary
  - please note quarterly payments include 12 weeks rather than 13 to allow some flexibility for holidays
  - cancellation of sessions with less than 24 hours' notice will be charged as if they have been used; where cancellation is made with more than 24 hours' notice we will try to arrange an alternative session at a mutually convenient time within that booking period
  - in the rare event that I have any reason to cancel your session I will arrange an alternative session with you at a mutually convenient time
  - personal training sessions are booked on an on-going basis but should you choose to end your sessions, please give a minimum of one month's notice prior to the end of your current booking period. No refund can be given in the case of cancellation prior to completion of a quarterly booking period