



TERMS & CONDITIONS

1. CANCELLATION POLICY:

- **24 hours' notice or more must be given for cancellations. If the session is cancelled less than 24 hours prior to the booked session, the session will be charged at the full rate.**
- **If you are booked in early in the morning (before 12pm) you can cancel without charge up until 12pm the day before. For example, if you have a 6.30am session on Tuesday but you let me know by 12pm Monday.**

2. MONTHLY SUBSCRIPTION BOOKINGS:

- **Monthly bookings will start on the 1st of each month. Clients need to commit to one month at a time, you are paying for my support as well as 1-2-1 sessions.**
- **Each month clients commit to 'X' number of sessions. Unused sessions will not be carried over to the following month (other than in rare circumstances).**
- **Sessions that are cancelled with 24 hours' notice or more must still be used within the same calendar month, these will not be carried over to the following month (other than in very rare circumstances).**
- **The minimum contract for a subscriptions is 2 sessions per month. (Please message me for prices)**

3. PAYMENTS:

- **The full amount for monthly subscriptions is due on the 1st of the month.**
- **Alternatively, I offer 'pay as you go' if you do not want to commit to a monthly subscription. (Please message me for 'pay as you go' prices).**
- **'Pay as you go' does not come with my monthly support.**

4. LATE ARRIVALS:

- **If a client is late by more than 20 minutes, it is assumed you are not attending the session unless I'm made aware, in which case you will get the remainder of the allocated session time.**



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5. NEW CLIENTS:

- **The minimum subscription for a new client is 3 months, you can still pay per month.**
- **Returning clients will be treated as new clients if they have been absent for 2 or more months.**

6. LOCKDOWN/GYMS CLOSING:

- **If we are no longer allowed to operate inside gyms, as per government guidelines, any sessions paid for will be offered via FaceTime workouts or outdoor sessions. Refunds or holding sessions in credit until the gyms reopen will not be offered.**

7. ISOLATION:

- **Under the circumstances I have to isolate, sessions will be offered via FaceTime or given to you as credit.**
- **If you must isolate, FaceTime sessions are available. Alternatively, missed sessions during this period can be added to your next months booking.**

If you have any questions regarding the terms and conditions, please get in touch.