



Fitness by Georgia: Personal training Terms & Conditions

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Agreement and client responsibilities

You agree on signing the programme contract that I cannot guarantee results as outcomes will differ from individual to individual, and there is a certain amount of responsibility that falls with the client to make the change they desire.

You will attend, and take seriously all scheduled training appointments. To the best of your ability you will comply with all of the programme components in an effort to assist in the achievement of your goals.

Inform me if there are any activities or exercises with which you do not feel comfortable.

Cease exercise and report promptly any unusual feelings (e.g. chest discomfort, nausea, difficulty breathing, apparent injury) during an exercise session.

Cancellation policy

I understand that signing up to a long-term programme is a commitment. You are entitled to a 14 day cooling off period from the date of sign up, in case you change your mind. Please inform me as soon as possible if you change your mind.

Past this time period, there is unfortunately no refund for wanting to cancel the programme/personal training, but you do not have to go through with the sessions if you don't want to.

Similarly, if you wish to cancel mid-contract, this is non-refundable but you do not have to carry on with the sessions.

Rescheduling a session

I appreciate, life happens. A session can be rolled over if needed. For example, if you're on the silver package and can't make one session, one week you will have 1 session, the third week you'll have 2. Alternatively, we can look to shift that session onto the end of your programme (e.g. Silver Package would be 12 sessions total, but 13 weeks), but this may not be my preference as this delays when I can launch with another client by one week. Please note, in the case of extending the programme, you will not be provided with the extra services as part of the package, including personal support, during the week where there is now no training, as this is a week that hasn't been paid for (unless you wish to purchase consultation time during that week).

If you need to reschedule a 1-1 training session, please let me know as soon as possible. I ask that I am given at least 24 hours notice.

If I receive less than 24 hours notice of a request to reschedule, I cannot guarantee that I can make this happen and you may lose the session without a refund. I will always try to be flexible and sensitive to each situation, therefore, at my discretion, certain instances may be considered for exclusion in the case that they are unavoidable emergencies, sudden illness or similar.

Cancelling a session

If you can't make a scheduled session on a certain week, in the first instance we will work together to try and find an alternative by way of rescheduling.

If this cannot happen, the session may have to be cancelled and not made up elsewhere. A partial refund is at my discretion.

If I have to cancel or reschedule

If I have to reschedule or cancel a session, in cases such as illness or an emergency elsewhere, I will endeavour to let you know as far in advance as possible. In this case, I will be in touch with alternative dates and times. If we cannot find any alternative date and time that week, we can extend the programme accordingly.

If I am away from work on a planned period of holiday, I will always let my clients know as soon as possible. If this falls mid-way through a programme, the programme length will be extended (e.g. a 2 week holiday will mean your Silver Package length is 14 weeks not 12). I will ensure you are fully supported and given everything you need before my holiday. I reserve the right to not reply to communications from clients while I am on holiday.

Refunds

These can be given partially or in full at my discretion, for example in times of wrongdoing or under-delivery on my part.

Renewal

Of course, I would be delighted to hear that you wish to continue personal training with me. If you would like to renew, please aim to let me know before the previous contract comes to an end, so I can begin paperwork for a smooth transition. I speak to clients about renewal one month from the end of their current programme.

Preferably, speak to me and we can organise payment in person/digitally. Alternatively, you can renew by purchasing the programme on my website:

www.fitnessbygeorgia.co.uk/services-programmes

Clients often want to work with trainers for an extended period to see the best result. In this case, I would suggest setting up a standing order or Direct Debit. Let me know if you wish to do this.

Invoices

These must be paid within 30 days of receipt. Payment should be made to the bank account details provided on your invoice.

Payments

If you pay through my website, there is the option to use Klana (pay later or pay in installments). Also, I am able to set up a payment plan if you pay directly: E.g. For the Silver Package, £400 each month of the three months. If you choose to do this, I will send over a payment plan. Your programme and day/time of choice is not secured until the first payment is made.

If you are purchasing an alternative service such as consulting, this will be invoiced and paid via BACS.

Complaints

I take all feedback and complaints seriously and endeavour to continually adapt and improve my services. If you'd like to formally raise a complaint, please do so [here](#). If necessary, I will be in contact to get more detail or regarding next steps.

Working days/times and how this may affect your session or the extra offerings

Your personal training session

I do not work bank holidays. If your session is due to fall on a bank holiday, ahead of time, we will organise an alternative date that week.

My unlimited support offering

I endeavour to provide a response to your questions in a timely manner. However, please note, you may not get a response straight away as I am often out with clients. I will let you know if I want or need to do more research for you on your question or concern. I will always make sure I am providing you the best quality answer and sometimes this may take a bit more time.

I do not work bank holidays or weekends. If a question comes in during these times, I will reply as soon as possible on my return to work.