

# Personal Training Agreement

## Payments

- All payments must be made in full at the front desk.
- All payments must be made prior to any sessions being undertaken.
- You will receive a copy of this agreement, along with a customer receipt for any payment of sessions you make.

## Direct Debit Personal Training

- All Direct Debit sessions must be used within the calendar month. Any sessions not used within the calendar month will be lost and may not be carried over into the following months.
- There is a 3 month minimum commitment to all Direct Debit Personal Training Options. 3 full months must be completed before any cancellation of sessions or payments can be made.
- To ensure your Direct Debit starts by the 1st of the following month, you will need to have signed and submitted this paperwork by the 15th of the current month.
- Top-up sessions for Direct Debit Personal Training are available at any time, and can only be purchased by those committed to the Direct Debit Personal Training option.
- Members must have a live membership paid by direct debit to be able to take this option.
- Direct Debit Personal Training Payments can only be taken from the same bank account that your current membership is taken from. The Payment will be shown on your bank statement as one combined total of PT and Membership fees, not separate.
- Payment will be taken on the 1<sup>st</sup> of the month.

## Session Cancellations

- If your Personal Trainer fails to give you 24 hour notice of any cancellation, you will receive 1 extra hour of personal training at your convenience, in addition to the session you missed.
- We require 24 hour notice of any cancellation of sessions. This can be made directly through your club. If 24 hour notice isn't given, you may lose that session, and no refund will take place.

## Cancellation of Ongoing Training

- If you have completed 3 full months of Direct Debit Personal Training and you chose to finish your sessions going forward, you must put this in writing to the club. This may be an email or letter to your club or by filling out a cancellation form at the front desk.
- If you want to cancel or change your Direct Debit you must tell us about the change before the 15th day of the month.

## Lateness

- If your Personal Trainer is more than 10 minutes late for your session you will be entitled to a complimentary session, along with any remaining time you still have for that session.
- If you are late for your session, your session will be reduced in accordance with that time. If you are more than 25 minutes late, your Personal Trainer may choose to cancel the session and you may lose that session. In this circumstance, no refund will be made.

## Expiry and Extensions

- All Personal Training Packs have a 90 day expiry, after which time any unused sessions will be lost and no refund will be made. This is to ensure we deliver all your required sessions to achieve your goals.
- You may extend Personal Training Packs for between one month and 12 full calendar months for the following reasons only.
  - Pregnancy
  - Serious illness
  - Serious injury
  - Redundancy
- To extend your Personal Training Packs you must contact the club; we may ask you to provide proof of pregnancy, illness, injury or redundancy.
- Any other extensions are at the discretion of the general manager.

## Personal Trainer

- If for any reason you are unhappy with your Personal Trainer, you may transfer to another trainer at any given time.
- In all circumstances, any sessions used with the previous Personal Trainer remain used.
- Your Personal Trainer cannot prescribe treatment or diagnose medical conditions. They may at any time ask to consult with your GP should any medical condition arise.

## Refunds

- If for any medical reason you are no longer able to complete any Personal Training sessions, you will be given a refund on any outstanding sessions, we may ask for you to provide proof from your GP.
- If you leave the club for any reason, you will not be entitled to a refund.
- If you relocate to another Nuffield Health club, any remaining sessions may be transferred, with the same terms and conditions.
- If your Personal Trainer leaves the club, no refund will be given and you will be assigned an appropriate trainer by the club.
- Any other refunds are at the discretion of the General Manager.

## Personal Training Product Clarification

### Direct Debit PT

4 DD		8 DD		12 DD	
Price Per Month £ _____			DD Start Date ____ / ____ / _____		
Earliest End Date ____ / ____ / _____		No of Top-Ups Bought _____		Price £ _____	

### Pack PT

Sessions Bought _____	Price £ _____
Pack Start Date ____ / ____ / _____	Pack Expiry Date ____ / ____ / _____

### Payment

*This section is only applicable if you are committing to Direct Debit PT*

Membership Number _____
Membership Price Per Month £ _____
New Total Direct Debit Per Month (including PT) £ _____

*This payment will be taken on the 1<sup>st</sup> of each month*

### Agreement

Print Client Name _____	Client Signature _____
Print Trainer Name _____	Trainer Signature _____
Representative Signature _____	Representative Signature _____
Date ____ / ____ / _____	