

# Personal Training Prices.

Option		DD4	DD8	DD12	DD Top-up	Single	4 pack	8 pack	12 pack
45mins	Pack Price	£180	£352	£516	£45	£50	£196	£384	£564
	Price Per Session	£45	£44	£43	£45	£50	£49	£48	£47
60mins	Pack Price	£200	£392	£576	£50	£55	£216	£424	£624
	Price Per Session	£50	£49	£48	£50	£55	£54	£53	£52

Buddy sessions are also available, please speak with your Personal Trainer or contact [UKFitnessCentre@citi.com](mailto:UKFitnessCentre@citi.com) for more information.

# 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.
- Payments will be taken on the 1st of the month.

## Session Cancellations

- We require 24 hour notice of any cancellation of sessions. This can be made directly through your Personal trainer. If 24 hour notice isn't given, you may lose that sessions, and no refund will take place.
- Cancellation of Ongoing Training
- If you have completed 3 full months of Direct Debit Personal Training and you choose to finish your sessions going forward, you must put this in writing to the club. This is done 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 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 months on 12 full calendar months for the following reasons only:
  - - Pregnancy
  - - Serious Illness
  - - Serious Injury
  - - Redundancy
- To extend your Personal Training Pack 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 medical condition arise.

## Refunds

- If for any medical reason you are no longer 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 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.