

Ollie Lawrence PT and Nutrition LTD T/as The PT Factory CONTRACT/TERMS AND CONDITIONS

1. By signing these terms and conditions, I understand that I am signing up to either 2 or 3 sessions per week, this will be determined by which training package I choose. I furthermore understand that Ollie Lawrence PT and Nutrition LTD T/as The PT Factory have the option of changing my training package prior to payment for the next scheduled payment. I understand that if I decide to reduce my training package (for example changing from 3 sessions a week to 2) then a 1 month notice period must be adhered to. **If at any point Ollie Lawrence Personal Trainer and Nutrition LTD or I want to end this agreement then a months' notice with monies paid must be given.**
2. I understand that payment for training packages is due in block bookings of either 8 or 12 sessions only. Ollie Lawrence PT and Nutrition LTD T/as The PT Factory accepts cash or bank transfer only. **The renewal of new training packages are required to be paid for 2 sessions before the previous training package finishes (so on either session 6 or 10 depending on which block booking you have chosen). Ollie Lawrence PT and Nutrition LTD T/as The PT Factory runs a no refund policy once training packages have been paid for.**
3. Each Personal Training session last approximately **50** minutes. In order to provide the best service to all Clients, Ollie Lawrence PT and Nutrition LTD T/as The PT Factory cannot commit to extending any particular session. **I understand that I must undertake a minimum of 3 months training with monies paid, with The PT Factory.**
4. In order to provide the best possible service to all Clients, Ollie Lawrence PT and Nutrition LTD T/as The PT Factory asks that all Clients be ready to begin their session at the scheduled time. Time lost at the beginning of a session due to a Client's tardiness cannot be made up at the end of the session as that could potentially impact the next scheduled Client. Unless prior arrangements have been made, a Client will be deemed a "no-show" when they are **fifteen minutes** late for an appointment. **No refunds or credits will be given for "no-shows".**
 - a. I as a client understand that the responsibility of booking sessions lies with me, I understand that I have signed up to either 2 or 3 sessions a week and therefore understand if I don't book those sessions then I will lose them.
 - b. All cancellations must be made with a minimum of **24** hours advance notice in order to receive a credit for the session.
 - c. Due to an inability to fill the previously blocked time period, cancellations with less than **24** hours notice given will not qualify for a credit and I understand that I will be charged for the session. **Cancellations must be made by calling/texting your individual trainer to be deemed effective.**
 - d. Sessions run as per your allocated Personal Trainers working diary, if a Client receives a credit for a missed session, the credit must be used within **5 working days** of the original missed session or I understand that it will be waived. Whilst Ollie Lawrence PT and Nutrition LTD T/as The PT Factory will do their utmost to accommodate this, there may be occasions where this is not possible to high demand, in which case the session will be lost.
 - e. If my allocated personal trainer from Ollie Lawrence PT and Nutrition LTD T/as The PT Factory needs to cancel a scheduled session for any reason, I understand that I will receive a credit for such session and I understand I will not be charged, a replacement session will be scheduled from your individual trainer within **5 working days**.
 - f. If my allocated personal trainer from Ollie Lawrence PT and Nutrition LTD T/as The PT Factory cancels a session, this does not mean that you can cancel your next session and expect not to be charged. The terms detailed in point 4c still apply in this scenario.
5. Given that the requested number of hours of training is reserved for each client, Ollie Lawrence PT and Nutrition LTD T/as The PT Factory need sufficient notice where a client is not able to attend their 2 or 3 sessions in a week. This could be due to holiday/travel with work/family problems etc. In this scenario clients should advise their personal trainer by text/phone call/conversation at a minimum of 2 weeks in advance and should adjust their next standing order payment accordingly. I understand that failure to give a minimum of 2 weeks' notice for a holiday/travel with work/ or an event happening will result in me paying for that/those sessions*.

When your allocated personal trainer is on holiday, they will give you 2 weeks' notice which is the same as we ask of you as a client. Please then adjust your next payment accordingly. Given the personal nature of the training relationship, training sessions will not be covered by a different trainer when your personal trainer is on holiday.

*** please note this charge may be waived for exceptional circumstances only, this decision is at the sole discretion of your individual trainer.**

6. I understand that when I join Ollie Lawrence Personal Trainer and Nutrition LTD T/as, the specific Personal Trainer reserves a number of hours per week to train me (either 2 or 3 hours per week depending on your training needs). I understand that if I'm unable to train for more than 6 weeks a year due to holidays, then unfortunately it may not be possible for Ollie Lawrence Personal Trainer and Nutrition LTD to keep training sessions available for me. This is due to the fact that the personal trainer in question may have to take on additional clients to maintain required Income. In this scenario, I should discuss my ad-hoc training requirements with my allocated personal trainer upfront to determine if my needs can be met*.

***please note this is at the discretion of your individual personal trainer and prices may vary if you can't commit to a minimum of 2 sessions a week.**

7. You have the right to terminate a particular exercise or workout at any time. You are in control of your workouts! If an exercise is uncomfortable or painful, or if you want to stop for any reason, you may do so. **Results will vary by individuals and Ollie Lawrence PT and Nutrition LTD T/as The PT Factory cannot guarantee specific results. I acknowledge that I am responsible for my decisions regarding whether or not to exercise consistently, eat properly, rest enough, and live a healthy lifestyle.**
8. Ollie Lawrence PT and Nutrition LTD T/as The PT Factory respects your privacy. **Due to the nature of our services, it is necessary to collect certain personal information from you. All information collected is treated as STRICTLY CONFIDENTIAL, all paperwork is kept in a secure office that is locked. Ollie Lawrence PT and Nutrition LTD T/as The PT Factory will not share or redistribute your information with any third party except as necessary to provide services purchased by yourself or as required by law. Any information gathered from you is simply for our records and, if applicable, necessary to provide the services to the you for which we have been contracted. Ollie Lawrence Personal Trainer and Nutrition LTD will always ask you to 'opt in' to any marketing/information emails and once your training has ceased, all paperwork will be shredded within 1 day of your last session.**
9. I understand that rates for Ollie Lawrence Personal Trainer and Nutrition LTD T/as The PT Factory are subject to change. Services prepaid for by myself which are unused at the time of any rate change, will be honored at the price already paid.
10. I understand that if the terms and conditions change, then these will be shared in advance with me requesting a signed understanding of any changes.

Client's Signature:

Please print name:

Date: