

THE PT FACTORY LTD PERSONAL TRAINING 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 The PT Factory LTD have the option of changing my training package prior to the next scheduled payment date as per The PT Factory LTD payment schedule and 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 The PT Factory 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. The PT Factory accepts cash, bank transfer or standing order only. **The renewal of new training packages is 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). The PT Factory LTD 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, The PT Factory LTD cannot commit to extending any particular session. **I understand that I must undertake a minimum of 3 months training with monies paid.**
4. In order to provide the best possible service to all Clients, The PT Factory LTD 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. 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.**
 - c. Sessions run Monday-Friday, If a Client receives a credit for a missed session in line with 4b, the credit must be used within **10 working days** of the original missed session or I understand that it will be lost. Whilst The PT Factory LTD 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.
 - d. If my allocated personal trainer from The PT Factory LTD 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 **10 working days**.
 - e. If my allocated personal trainer from The PT Factory LTD 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 4b still apply in this scenario.
5. Given that the requested number of hours of training is reserved for each client, The PT Factory LTD 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 any outstanding sessions from said holiday/travel with work/family problems etc, must be caught up. You have **3 months from the initial date** to complete these outstanding sessions, otherwise they will be lost. **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/travel with work/family problems etc., they will give you a minimum of 2 weeks' notice which is the same as we ask of you as a client., Any sessions missed must be reused within 3 months from the trainer returning from holiday or these sessions will be lost. 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 unless requested by you.

6. I understand that when I join The PT Factory LTD, 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 4 weeks a year due to holidays, then unfortunately it may not be possible for The PT Factory 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 The PT Factory LTD 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. The PT Factory LTD 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. The PT Factory LTD 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. The PT Factory 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 The PT Factory LTD 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.
11. By signing this document, you agree with our privacy policy on how we store and use your data, if you would like to see our privacy policy, please speak to your trainer and we will send a copy via email.

Client's Signature:

Please print name:

Date: