



TERMS & CONDITIONS

1. SESSION CANCELLATION POLICY:

- **24 hours' notice or more must be given for cancellations. If the session is cancelled less than 24 hours prior, the session will be charged at the full rate.**
- **If a client is booked in early in the morning (before 9am) they can cancel without charge up until 9am the day before. For example, the client has a 6.30am session on Tuesday but lets me know by 9am Monday.**

2. LATE ARRIVALS:

- **If a client is late by more than 15 minutes, it is assumed they are not attending the session. However, if I'm made aware they will get the remainder of the allocated session time.**

3. MONTHLY SUBSCRIPTION BOOKINGS:

- **Monthly subscriptions start on the 1st of each month. Clients commit to one month at a time, Clients are paying for my full coaching support as well as the 1-2-1 sessions.**
- **The minimum contract for a subscription is 4 sessions per month even if the client is away for part of the month.**
- **Each month clients commit to 4, 8 or 12 sessions. Unused sessions will not be carried over to the following month (other than in rare circumstances).**
- **Sessions that are cancelled with 24 hours' notice or more must still be used within the same calendar month, these will not be carried over to the following month (other than in rare circumstances).**
- **Clients can down grade their monthly package by giving me 14 days' notice. For example, if a client wishes to drop from 8 sessions per month to 4 session per month.**
- **The minimum term for a new client is 3 months (Payment can still be made per month). After the initial 3 months their subscription automatically goes onto a rolling monthly direct debit.**
- **Alternatively, I offer 'Pay as you go' if the client does not want to commit to a monthly subscription. 'Pay as you go' does not come with program & dietary support. (Please message me for 'pay as you go' prices).**



LM Fitness

4. PAYMENTS:

- **The full amount for monthly subscriptions will be taken on the 1st of the month via direct debit.**

5. SUBSCRIPTION CANCELLATION POLICY:

- **It's a 14-day cancellation policy if the client does not wish to continue coaching. This means I need to know 14 days prior to the 1st of the month when the direct debit is due. This allows me time to fill that training slot.**

6. A FIVE WEEK MONTH:

- **Certain months of the year there are extra days. If a client has 4 sessions a month and their training session is on a Friday, but July has five Fridays they will be given two options. Option 1: Stick to their normal monthly payment and miss one of the Friday sessions. Or Option 2: They can pay a top up session (at their usual session price) for that month and have the fifth sessions.**

7. CLIENTS HOLIDAYS/ILLNESS:

- **If a client is absent for a month or more their regular time slot, price and subscription cannot be held and would be subject to availability on return.**
- **Credit will not be offered for missed sessions, however these can be rescheduled elsewhere within the month subject to availability.**

8. MY HOLIDAYS/ILLNESS:

- **If I am unable to attend a regular session due to a holiday or illness clients will not lose their session. They will be given the option to reschedule elsewhere in the month or alternatively given credit for the following month.**
- **If I am unable to reschedule missed sessions due to my availability a refund will be offered.**

9. LOCKDOWN/GYMS CLOSING:

- **If we are no longer allowed to operate inside gyms, as per government guidelines, any sessions paid for will be offered via FaceTime workouts or outdoor sessions. Refunds or holding sessions in credit until the gyms reopen will not be offered.**

If you have any questions regarding the terms and conditions, please get in touch.