

## Training Agreement

### 1. YOUR PERSONAL DETAILS

Name: .....

Address: .....

.....

Phone Number: .....

Email Address: .....

Date of Birth: .....

Age: ..... (If you are under 18 years of age, parents/guardians should complete consent at the end of this document)

### 2. ACCEPTANCE OF SERVICES

**These terms and conditions apply to your purchase of all personal trainer sessions, consultations and/or fitness classes and form part of your agreement with TrainHer.**

Your agreement with TrainHer is made up of your completed and signed Training Agreement and these Terms and Conditions. These documents together form a legal agreement between us, so please make sure that you read them carefully and understand them. If you have any questions, please do not hesitate to contact me.

### 3. YOUR PERSONAL TRAINER

- The trainer will use their training, skills and knowledge to design a highly personalised, safe and effective programme of exercise for the client that shall take into account the clients' current health, personal goals, fitness levels as well as exercise likes and dislikes.
- The Trainer cannot prescribe treatment or diagnose medical conditions, and may at any time, ask the client to consult with their GP should any medical condition arise.
- The Trainer will advise and guide the client to achieve mutually agreed exercise/nutrition targets in the clients' unsupervised periods between personal training sessions.
- The trainer will ensure that they hold suitable insurance for the activities that they will be carrying out.
- The trainer will endeavour to be punctual for the start of a clients' session.

### 4. THE CLIENT:

- All clients MUST indicate that they have read, understood and agree to the following documents before commencing any training or exercise programme. These can be accessed via a login into the TrainHer portal/ the TrainHer Website or a hard copy provided.
  - Personal Training Contract
  - PAR-Q Form
  - Informed Consent Form
  - Client Screening Questionnaire
- The Client is required to provide a supplementary letter of medical clearance from their GP should this be requested by the trainer.
- The client must update their trainer immediately if they are aware of any change in medical condition or negative change in their health at any time that this occurs during their training package.
- The client is aware that they are willingly volunteering to undertake a progressive training program and that they accept the risks, including but not limited to increased heart stress and the chance of musculoskeletal injuries. In volunteering for this program, the client agrees to assume full responsibility for these risks and waive any possibility for personal damage claims against the trainer.
- The client warrants that they are not aware of any limiting physical conditions or disability that would preclude an exercise program.
- The client should be over the age of 12 to participate in this program, should a client be under the age of 18 then a parent or guardian must sign full acceptance of the terms and conditions on their behalf.

### 5. CANCELLATION POLICY

- A minimum of 24 hours' prior notice is required for cancellation of any Personal Training sessions. This should be made directly to myself by email, message, through the TrainHer App or telephone call.
- If the client does not provide a minimum of 24 hours' prior notice, they will lose that session, and no refund will be made.
- Any rearranged cancelled sessions will be at a time mutually agreed.
- There is a 2-month minimum commitment for all standing order personal training pack purchase options (Focus / Elevate / Duo 4+ Sessions / Squad 4+ Sessions). 1 full month must be completed before the client will be

entitled to cancel future sessions. To cancel packages please email [heather@train-her.co.uk](mailto:heather@train-her.co.uk).

## 6. LATENESS POLICY

- If the client is late for the session, the session will be reduced in accordance with that time. The session cannot be extended.
- If the client is more than 20 minutes late, the session may be cancelled and the client will lose that session, in which case no refund will be made.
- If your Trainer is late, additional time will be added to that session or subsequent sessions.

## 7. PAYMENTS

- All payments must be made in full prior to any sessions being undertaken.
- Payments can be made by bank transfer, standing order, cash or via PayPal through the TrainHer portal.
- TrainHer is not responsible in any way for any service or platform, or content provided by the payment provider. Please contact the payment provider directly should the client have any queries on their service, platform or content.
- Standing orders should be set up for the 1<sup>st</sup> of each month for personal training Pack options (Focus / Elevate / Duo 4+ Sessions / Squad 4+ Sessions).
- As previously stated, there is a 2-month minimum commitment to all standing order personal training pack purchase options (Focus / Elevate / Duo 4+ Sessions / Squad 4+ Sessions).
- Top-up sessions for Personal Training are available at any time and must be paid for in full prior to the session being undertaken.

## 8. EXPIRY & EXTENSIONS

- All personal training pack sessions must be used within the calendar month to which they relate. Any such sessions not used within the calendar month will be lost without any refund and may not be carried over into the following months. This is to ensure the Trainer can deliver all your required sessions to enable the client to achieve their goals.

- The client 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 a personal training Ppacks you must contact the trainer in writing to [heather@train-her.co.uk](mailto:heather@train-her.co.uk). Providing of proof of pregnancy, serious illness, serious injury or redundancy may be requested.
- Any other extensions are entirely at the Trainer's discretion.

## 9. REFUNDS

- If for any medical reason the client is no longer able to complete any Personal Training sessions, they will be given a refund on any outstanding sessions. The Trainer may ask for you to provide proof from your GP.
- Any other refunds are at the Trainer's discretion.

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**SERVICES CHOSEN:** .....

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**CLIENT SIGNATURE:** .....

**PRINT:** .....

**DATE:** .....

**TRAINER SIGNATURE:** .....

**PRINT:** .....

**DATE:** .....