

Terms and Conditions of Business PERSONAL TRAINING & NUTRITIONAL ADVICE

**Designed to help ensure: CLARITY, FAIRNESS & CONSISTENCY
Appointment Scheduling, Courtesy, Social Media, Payment,
rescheduling and cancellations.**

1. All Staff at Kate Brooks Fitness will always endeavour to be polite and accommodating, and on time for appointments.
2. Delivering the best quality Fitness input alongside nutritional and health behaviour development coaching as required.
3. Each session should be a great time out in your day, a learning and personal development experience as well as an opportunity to build and develop Fitness in the broadest sense.
4. Last minute cancellation, will be counted as any cancellation under 24hrs in advance. For such instances a full charge for the session may be due, as planning and scheduling have already occurred and the session cannot be re-scheduled.
5. Re-arrangement: Where an appointment has been cancelled with under 24 hrs notice and cannot be re-arranged within the week, the full cost of the session will be charged (where sometimes it may be waived if re-arrangement is possible*) as if it happened.
6. Delays to commencement of scheduled appointment: of course from time to time, (defined as not more than once every 12 weeks) technical and unavoidable delays might occur and provided the session does not get moved by 20 minutes or more by the appointment holder, will if possible continue as scheduled, but only up to the original end time and no more time should be assumed to be possible.
7. Social Media engagement will always be positive and collaborative.
- 8. Recommend Kate Brooks Fitness as much as you like.**
9. Payment is required at the beginning of each 4 weeks within an 8 week Programme, having received Programming and agreed commencement or continuing scheduled appointments having not cancelled or communicated intent to withdraw continuation.
10. Delays to payment and right to withdraw input until payment. If payment is over two weeks late, no further input from Kate Brooks Fitness will be possible until the situation is resolved.
11. Should your experience not be as good as expected, please communicate your concerns directly to Info@katebrooksfitness.com, and we will always endeavour to make positive attempts to address and rise above and beyond any challenges or issues that may occur.

12. Should concerns not be addressed, Cancellation of engagement: should be issued no less than 5 weeks, or one full program cycle in advance unless otherwise agreed.
13. Responsibility for avoiding harm to self or surroundings, during a Fitness session is shared by the individual participant and trainer unless the session is pre-recorded in which case it is entirely the responsibility of the participant to take a sensible approach to avoiding harm.
14. Kate Brooks Fitness will always consider how to manage risk from an informed point of view and will in accordance of knowledge with every individual plan suitable and safe exercise and Fitness input.
15. Where an injury occurs between sessions or an individual is managing or recuperating from a specific ailment or imbalance, it is essential to let us know. Where a weight or movement feels inappropriate, it is the responsibility of the individual to say so, and request an alternative exercise.
16. Programming and delivery is consistently aiming to be suitably challenging and accessible at all times; enjoyable and up-lifting and a truly individualised optimised for success experience!

* While calendars are less busy this is more likely to be possible, however where busier this is then more of a risk to the appointment holder that a last minute cancellation will result in a charge.