

Louise Elizabeth

PERSONAL TRAINING

TERMS AND CONDITIONS

General

As part of my service to you I will suggest certain exercises, stretches and lifestyle advice that I believe with my knowledge and qualifications will help you. If you have specific requests or questions please tell me.

One to one and group sessions will last for one hour at the agreed rate given on my website.

It is your responsibility to disclose ALL health information as requested in the screening questionnaire I send to you before our sessions commence and in our first meeting assessment/consultation. It is also your responsibility to keep me up to date on your health status and any changes including injuries, medications, conditions. In some cases you may need to seek a medical professional's approval before continuing with our sessions.

Cancellations

If you cancel your session with less than 24 hours' notice or fail to show you will be charged the full cost of the session.

If you cancel your session with more than 24 hours' notice we will reschedule the session to a mutually convenient time.

If I am forced to cancel our session I will reschedule at a mutually convenient time.

In the event that you are running late please text or call me and leave a message.

Refunds

Refunds are not available, if you have bought a block of sessions you have a full year to use them before they expire. If you want to switch from one to one training to remote training to enable you to make use of the sessions, for example: in the case that you cannot travel to the usual location of our sessions I will set that up for you and the original rate of the sessions will apply.

Referral

I will work with you within the scope of my knowledge and qualifications. If I believe it is best for you to be referred to another health professional I will do so appropriately.

Confidentiality

The information you share with me including your personal details and medical information will not be shared unless you give your consent.