

Whole Life Fitness Ltd

Terms and Conditions for One-to-One Personal Training

Business name: Whole Life Fitness Ltd

Company number: 15333222

Business address: 90 Broyle Road

Email: helen@wholelifefitness.co.uk

Phone: 07785 747669

These terms explain how one-to-one personal training works with Whole Life Fitness Ltd. Please read them before starting. They are here to make things clear for both of us. These terms do not affect your legal rights.

1. Who these terms are for

These terms cover one-to-one personal training with Whole Life Fitness Ltd. This includes:

- one-to-one sessions in your home
- one-to-one sessions online by Zoom, FaceTime or a similar platform
- personalised home exercise plans linked to your one-to-one support
- check-ins or messages linked to your one-to-one support

These terms do not cover group classes, workshops, walks or one-off events.

2. Starting personal training

Before you start, you will be asked to complete a health form.

This helps Helen understand your health, your goals and anything that may affect how you exercise. By agreeing to start personal training, you agree to these terms and conditions.

3. What Whole Life Fitness Ltd will do

Whole Life Fitness Ltd will:

- use reasonable care and skill when providing your sessions
- plan exercise that is suitable for your goals, health and current ability
- adapt exercises where needed
- provide support, encouragement and guidance
- keep your personal information private and secure
- review your programme as needed

Exercise can support strength, balance, mobility and confidence, but results cannot be guaranteed.

Progress depends on many things, including your health, your effort, your energy levels, and what you do between sessions.

4. What you need to do

To help keep sessions safe and useful, you agree to:

- complete your health form before starting
- tell Helen about any changes to your health
- tell Helen about any pain, injury, illness, medication changes or new symptoms
- wear suitable clothes and supportive shoes
- have water available
- be ready on time for each session
- follow safety instructions during sessions
- stop exercising if something does not feel right

You are responsible for giving accurate and up-to-date health information.

Whole Life Fitness Ltd cannot be responsible for problems caused by health information that has not been shared.

5. Medical advice and clearance

Helen may ask you to get medical clearance before starting or continuing exercise. This may be from your GP, consultant, physiotherapist or another suitable health professional. You are responsible for arranging this. There may be a cost if your GP or health professional charges for it.

Personal training is not medical treatment. Helen cannot diagnose medical conditions or replace advice from your healthcare team.

6. Safety during sessions

Exercise always carries some level of risk.

Helen will work to keep sessions safe and suitable, but you must also listen to your body.

Stop straight away and tell Helen if you feel:

- dizzy
- faint
- unwell
- chest pain
- unusual shortness of breath
- unusual fatigue
- new or worsening pain
- anything that feels unsafe

For home sessions, you are responsible for providing a safe space to exercise.

This includes:

- enough room to move
- a sturdy chair if needed
- safe flooring
- no loose rugs or trip hazards nearby
- pets kept away if needed
- suitable lighting and temperature

For online sessions, you are responsible for making sure your exercise space is safe before the session starts.

If you are worried about balance, falls or exercising alone, please arrange for another person to be nearby.

7. First aid and insurance

Helen holds a current emergency first aid certificate.

Whole Life Fitness Ltd has public liability insurance.

8. Payment

Personal training is paid monthly.

Invoices are sent monthly and payment is due on receipt.

Payment can be made by:

- bank transfer

If payment has not been received, sessions may be paused until the invoice is paid.

9. How the monthly payment works

The monthly payment is a rolling monthly payment.

It is based on the year as a whole, not the exact number of sessions in each calendar month.

This means some months may have more sessions and some months may have fewer. The

price has already been worked out to allow for 8 unpaid non-session weeks each year.

These 8 weeks cover holidays, illness or short breaks taken by Helen.

Because these weeks are already built into the price, the monthly payment stays the same each month.

10. Holidays, sickness and short breaks

The yearly payment structure includes 8 unpaid non-session weeks.

They cover:

- planned holidays
- short illness
- short breaks

- occasional missed weeks

If you are unwell for more than 2 weeks, please contact Helen. Your package may be paused by agreement. Any pause must be agreed in writing.

11. If you need to cancel or move a session

Please give at least 24 hours' notice if you need to cancel or move a session.

If you give less than 24 hours' notice, the session will be charged.

If you give more than 24 hours' notice, Helen will try to rearrange the session for the same week. Helen will offer up to 3 alternative times where possible.

If none of those times are suitable, the session will not be carried over to another week.

For genuine emergencies, illness, severe weather, unsafe heat, or anything that makes the session unsafe, Helen will try to reschedule the session.

12. If Helen needs to cancel or move a session

The monthly payment already allows for 8 unpaid non-session weeks each year.

These 8 weeks cover planned holidays, short illness and short breaks taken by Helen. If Helen needs to cancel or move a session, she will offer up to 3 alternative times where possible.

If none of those times are suitable, the missed session will normally be treated as one of the 8 non-session weeks already included in the yearly payment structure.

If Whole Life Fitness Ltd is unable to provide the agreed service for longer than the 8 non-session weeks, this will be discussed with you. Your package may be paused, credited or refunded, depending on the situation.

13. Lateness

Please be ready at the agreed session time.

If you are late, the session will still finish at the agreed time.

If Helen is late, the extra time will be added to that session where possible, or to a future session.

14. Ending your personal training

You need to give two weeks notice if you want to stop personal training.

Notice should be given by email or in writing.

15. Refunds

Payments are usually non-refundable once the month has started.

This does not affect your legal rights.

If Whole Life Fitness Ltd cannot provide the agreed service, and this cannot be resolved by rearranging, pausing or crediting your sessions, a refund may be offered where appropriate.

16. Your 14-day cooling-off period

If you agree to start personal training by email, phone or another distance method, you have a 14-day cooling-off period.

This means you can cancel within 14 days of agreeing to these terms.
You do not need to give a reason.

If you ask to start sessions during the 14-day cooling-off period, you agree that Whole Life Fitness Ltd can begin providing the service straight away.

If you then cancel during the 14-day period, you may still need to pay for any sessions, planning, exercise programmes or support already provided.

To cancel during the cooling-off period, please email:
helen@wholelifefitness.co.uk

17. Photos and videos

Photos or videos may sometimes be useful for:

- exercise feedback
- progress tracking
- website content
- social media
- marketing

Photos and videos will only be taken or used with your written consent.

You can say no. This will not affect your sessions.

You can withdraw consent later by contacting Helen in writing.

If you withdraw consent, Whole Life Fitness Ltd will stop using your photo or video where reasonably possible. It may not always be possible to remove printed materials already shared, or content that has been copied or shared by other people.

18. Personal information and health information

Whole Life Fitness Ltd will collect and use personal information so that your sessions can be planned and delivered safely.

This may include:

- your name
- contact details

- emergency contact details
- health information
- medication information
- exercise goals
- session notes
- payment records

Health information is sensitive information and will be treated with extra care.

Your information will be used for:

- planning safe and suitable exercise
- contacting you about sessions
- keeping session records
- sending invoices
- meeting legal, insurance or safeguarding responsibilities

Your information will not be shared unless:

- you give permission
- it is needed for your safety
- it is required by law
- it is needed for insurance, legal or safeguarding reasons

Whole Life Fitness Ltd will keep your information secure.

You can ask to see, correct or delete your personal information, unless there is a legal or insurance reason for keeping it.

19. Exercise plans and written materials

Any exercise plans, handouts, videos or written materials provided by Whole Life Fitness Ltd are for your personal use only.

Please do not copy, share, publish or sell them without written permission.

They remain the property of Whole Life Fitness Ltd.

20. Damage or loss of property

Whole Life Fitness Ltd is not responsible for loss or damage to your property unless this is caused by negligence.

For home sessions, please make sure any valuable, fragile or unsafe items are moved away from the exercise area before the session starts.

21. Liability

Nothing in these terms limits your legal rights.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence. Whole Life Fitness Ltd is not responsible for injury, loss or damage caused by:

- health information that was not shared
- changes in your health that Helen was not told about

- not following safety instructions
- exercising outside sessions without following guidance
- an unsafe home or online exercise space
- events outside the reasonable control of Whole Life Fitness Ltd

If Helen advises you to seek medical advice, you are responsible for doing so.

22. Changes to these terms

Whole Life Fitness Ltd may update these terms from time to time.

If the changes affect your personal training, Helen will let you know.

If you are unhappy with a change, you can end your agreement once any payments already due have been made.

23. Complaints

If you are unhappy with any part of the service, please contact Helen first so we can try to resolve it. You can email:

helen@wholelifefitness.co.uk

24. Governing law

These terms are governed by the laws of England and Wales.

Any disputes will be dealt with by the courts of England and Wales.

25. Agreement

By agreeing to start personal training with Whole Life Fitness Ltd, you confirm that:

- you have read these terms
- you understand how payments, holidays and cancellations work
- you agree to keep Helen updated about your health
- you agree to follow safety guidance during sessions
