



Terms & Conditions of Personal Training

1. The initial consultation session is provided free of charge; all following sessions and appointments will be charged for at the discussed/agreed rate/
2. To secure specific days/times for your training sessions, all sessions should be pre-booked in advance. LM Fitness cannot guarantee/nor reserve times slots on the basis that you "may" want to train.
3. LM Fitness cannot guarantee session availability for late or last-minute appointment requests/changes.
4. Session times should be requested/booked using the provided online calendar. For Personal Training this link is <https://lmfitness.gettimely.com/book?product=172762%3ASV>
5. Sessions that remain unused within your monthly subscription are non-transferrable and may be forfeited on a monthly basis, unless previously arranged with LM Fitness.

PAYMENT, PRICING & PACKAGES

6. All bookings & monthly packages are to be paid for in advance.
7. Monthly packages must be paid on a monthly basis by standing order. Package durations are available in 3, 6, 9 or 12-month, cancellation of your package within the agreed duration will result in an invoice for the number of the package.
8. If your monthly payment/package is cancelled before the duration comes to an end, upon any return to LM Fitness for training, you will be subject to any price changes that have been made since your commencement of training.
9. Monthly packages are based on 48 working weeks of the year, allowing four weeks of annual leave for you trainer. This accommodates annual leave & Christmas.
10. Price lists and service lists are updated quarterly, and your trainer will notify you of any changes to pricing, packages of services.
11. Refunds are not issued under ANY circumstances.
12. Payment of Booking and participation in any LM Fitness training or coaching session is deemed as acceptance of these terms, regardless of a present signature.
13. Monthly packages offer clients a significant saving on their training, failure to adhere to the payment terms agreed will result in the invoicing of the additional fee's.

LATE ARRIVALS & CANCELLATIONS

14. 24 hours notice of cancellation is required. Failure to notify LM Fitness within this time will result in you being charged for the session. In the case of pre-paid packages, the session will be forfeited.
15. Your training sessions will be deemed to have started at the pre-arranged time, any lost time due to late arrival, will not be made up at the end of the session. If you arrive more than 15 minutes late for any session, your trainer reserves the right to cancel and forfeit the session.

HEALTH & INJURIES

16. Clients may be required to seek professional medical clearance prior to training sessions if deemed necessary by the answers provided in the Pre-Exercise Questionnaire. Failure to provide the completed Pre-Q Questionnaire will also result in any sessions booked being cancelled until relevant documentation has been received.
17. In the event of sustaining an injury or becoming unable to train for a period of time for health reasons, you should notify LM Fitness immediately. You have the option to freeze your training package to avoid forfeiture of sessions. LM Fitness reserves the right to revoke this suspension if you are seen to be fit and active and may request written evidence from your GP.
18. LM Fitness cannot be held responsible for any injuries incurred during training programmes. All medical conditions and/or current or previous injuries should be detailed in writing in the Pre-Q document. If you sustain an injury away from your training sessions and continue to exercise with LM Fitness, you will be liable for any damages you cause to yourself, your trainer, other session participants and any equipment used.
19. In the event of your trainer falling ill or injured or being unable to attend a training session for any reason, the session will be cancelled and rescheduled. Your trainer will, wherever possible, give as much notice of cancellation as possible.

NON-COMPLIANCE

20. Failure to comply with the Terms & Conditions on more than three occasions, may, at the discretion of LM Fitness, deem your training package as void and non-refundable.
21. LM Fitness operates a strict three strike policy. Clients failing to adhere to the advice and recommendations of their trainer, or who cancel three or more sessions consecutively, or who demonstrate other signs of non-committal on three or more occasions will result in cancellation of your training with no refund. In the event of this occurring, you will be contacted by email to discuss your options.

GDPR

22. LM Fitness only hold the necessary information about clients, that in the event of an emergency situation, injury, illness or other health related incident, that an emergency contact may be reached, and details may be passed on to health professionals should it be necessary. LM Fitness do not store information or sell data to outside companies.

OPERATING HOURS

23. LM fitness has strict operating hours and asks that ALL clients respect this. If contact need to be made with your trainer, please do so during the hours of operation. Monday to Thursday 07:00-20:00 and Friday 08:00-14:00. Messages sent outside of this time will not be responded to.

COMPLAINTS

24. Please direct any complaints to lesleymorrison@outlook.com