

A STAR FITNESS TERMS & CONDITIONS

We look forward to working with you and helping you achieve your Personal goals. You are a very important person to us. To help us provide a professional, motivating and enjoyable experience for you and all our clients, please read through the terms and conditions of Personal Training.

If you have any questions do not hesitate to contact us on health@astarfitness.co.uk.

- 1. Payment:** All payments for Personal sessions are to be made in advance. Package / course renewals are due at the last session of the current package / course.
- 2. Rescheduling appointments:** We understand that sometimes you may need to reschedule an appointment. We will do our best to accommodate your request. If we are unable to find an alternative time, and your request is placed less than 24 hours prior to the appointment, you will be charged for the appointment (except under special circumstances or in case of emergency).
- 3. Group Training:** If a member of the group cancels or misses an appointment that group member will forfeit that session regardless of any prior notice given.
- 4. Cancelling or missing an appointment:** If you miss a scheduled appointment or cancel with less than 24 hours notice, you will be charged for the scheduled training session (except under special circumstances or in case of emergency).
- 5. Trainer cancellation or missing an appointment:** In the event of unexpected absence, 8 hours notice will be given to you. In the event of us missing a scheduled appointment, we will credit you with 2 free training sessions. If we are absent due to a case of emergency you will be rescheduled with no penalty to us.
- 6. Client holidays and absences:** We request 7 days advance notice be given of any prolonged training absences.
- 7. Trainer holidays and absences:** We will provide you with at least 14 days notice for any prolonged absences. We will discuss alternative training arrangements with you.
- 8. Health concerns:** You must inform us of any relevant injury or illness and will obtain a medical clearance from your medical specialist prior to beginning (or restarting) training if there are any medical concerns.
- 9. Medical freeze option:** If you become ill or injured and have been advised by your doctor to temporarily discontinue training, you may freeze any remaining sessions for a period up to 3 months.
- 10. Session Validity:** 12 course is valid for 3 months from date of purchase, 24 pack is valid for 6 months from date of purchase, and 36 pack is valid for 9 months from date of purchase.
- 11. Refunds:** You are allowed 3 sessions to ensure your satisfaction with our service. If, after these 3 sessions you are dissatisfied with your training for any reason you are entitled to a full refund on any unused sessions (session's already undertaken will be charged for at the casual rate). Also, if an emergency arises that prevents you from continuing with your training permanently then you will be refunded for any remaining sessions minus a £50.00 admin fee and any sessions already undertaken will be charged for at the casual rate.
- 12. Terms and Conditions:** The terms and conditions stated herein will automatically be carried over to your new sessions upon expiry of the current package without the need for a new agreement to be signed and dated.
- 13. Liability:** You accept that participating in exercise has a risk of causing injury, both minor and potentially major.
- 14. Advice:** All reasonable attempts have been made to provide accurate and recent information, but it is not necessarily comprehensive, and information is of a general nature only. The content and information within the Website does not constitute advice and should not be relied upon in making or refraining from making any decision.
- 15. Damages to equipment:** Any damages to equipment supplied by A star Fitness will stipulate a full refund for product.

YOU ACCEPT THIS RISK AND ACCEPT FULL RESPONSIBILITY FOR YOUR EXERCISE AND TRAINING

You will in no way A star fitness or your trainer liable for any injuries or illness sustained. You also agree that you have no undisclosed injury or illness that may affect your ability to undertake rigorous exercise and to the best of your knowledge you are ready and able to undertake this exercise program.

Sign: Date:

Trainer Sign: Date: