

Back2Front Personal Training.

Terms and Conditions

1. Principle Terms.

- 1.1 This agreement will commence once you have completed payment for your Block of PT Sessions.
- 1.2 This agreement will become binding on you and us when you receive confirmation of payment of your block booking.
- 1.3 You will be entitled to all the rights and privileges set for the block you have chosen.
- 1.4 You cannot transfer this agreement to anyone else.

2. General

- 2.1 PT Members must be 16 years or older.
- 2.2 Members must be to the best of their knowledge and belief in good health and not knowingly incapable of engaging in physical activity. Members must advise Back2Front Immediately should their health circumstances change.
- 2.3 Personal Training Blocks are available to be purchased in Clinic via Reception
- 2.4 Personal Training Sessions can be booked either as a Single Session or as a block of sessions (6 or 12 sessions)

3. Fair use

- 3.1 Depending on the number of Personal Training Sessions you purchase will determine how long you have to use them.
- 3.2 If you purchase a Block of 6 PT (individual or group), you will have 7 weeks maximum to use your sessions.
- 3.3 If you purchase a Block of 12 PT(individual or group), you will have 14 weeks maximum to use your sessions.
- 3.4 If you purchase a gift voucher, you will have 6 months from date of purchase to begin your block of sessions
- 3.5 Failure to use sessions in the agreed time domain will result in sessions being lost

4. Cancellation of Individual PT.

- 4.1 If a staff member is off due to sickness/holiday, we will make every effort to cover the PT session. If the session cannot be covered we will then offer you access to another PT session throughout the week. If there are no sessions available/suitable we will then add this session onto the end of your block and extend the time period by 1 week per session lost.
- 4.2 If you need to cancel the session for personal reasons, you will need to provide Back2Front a minimum of 24 hours notice, otherwise you will forfeit that session.
- 4.3 If you do not show up for your Personal Training session, you will forfeit that session.
- 4.4 If you need to cancel that session due to an injury you have sustained, you may use the value of that session against a service within the clinic or put your PT block on hold. If you suffer a long term injury and are unable to part take in your PT block, you will have the option to be refunded.

5. Cancellation of Group Personal Training:

5.1 All members would be required to agree to the cancellation of a group personal training session. The following conditions will apply if this condition is met.

5.1.1 Cancellations made at least 24 hours before the scheduled group session will not incur any charges.

5.1.2 Cancellations made less than 24 hours before the scheduled group session will be charged the full session fee.

5.2 If an individual participant within a group cancels a session and condition 5.1 is not met, the remaining participants in the group will still proceed with the session. The individual participant will be charged the full session fee for the cancelled session.

6. Rescheduling:

6.1 Individual participants may request to reschedule a group session at least 24 hours in advance without incurring additional charges, subject to availability.

7. Hold Requests:

7.1 Individual participants may request to put their group or personal training sessions on hold under the following conditions:

7.1.1 Hold requests must be submitted at least 7 days in advance.

7.1.2 Hold requests can be for a minimum period of 14 days and a maximum period of 28 days.

7.2 The client will not be charged for sessions on hold.

7.3 The remaining sessions will be extended to accommodate the hold period.

7.4 Should the participant placing the sessions on hold be a part of a group training session, the other participants may be required to join with another group of participants or place their group sessions on hold.