

Personal Training Cancellation & Refund Policy

Effective Date: [Insert Date]

This policy forms part of the agreement between [Business Name] ("the Trainer", "we", "us") and the client ("you").

1. Booking and Payment

- All sessions must be booked in advance and are subject to availability.
- Payment is required before your first session or at the time of purchasing a training package unless otherwise agreed in writing.
- Prices are inclusive of any applicable taxes unless stated otherwise.

2. Client Cancellation

You may cancel or reschedule a booked session free of charge by providing at least **24 hours' notice**.

Where less than 24 hours' notice is given, or you do not attend your appointment without notice, the full session fee will normally be charged, or the session deducted from your package. This reflects the time reserved exclusively for you and the limited opportunity to rebook the appointment.

We may waive this charge in exceptional circumstances, such as serious illness or emergencies, at our discretion.

3. Late Arrival

If you arrive late, your session will still finish at the scheduled time to avoid affecting subsequent appointments. The full session fee remains payable.

4. Trainer Cancellation

If we need to cancel or rearrange a session, we will provide as much notice as reasonably possible.

You may choose to:

- Rearrange the session at no additional cost; or
- Receive a full refund for that cancelled session if an alternative appointment cannot be agreed.

5. Training Packages

Unless otherwise stated:

- 5-session package: valid for 2 months
- 10-session package: valid for 4 months
- 20-session package: valid for 8 months

Package expiry dates are intended to encourage regular attendance. If you are unable to use your sessions due to illness, injury or other exceptional circumstances, please contact us before the expiry date and we will consider a reasonable extension.

6. Refund Policy

Individual Sessions

Completed sessions are non-refundable.

Unused future sessions may be refunded where required by law or where we agree to do so.

Session Packages

If you change your mind after purchasing a package online, you may have a legal right to cancel within **14 days** under the Consumer Contracts Regulations.

However, if you ask us to begin providing services during this 14-day cancellation period, you expressly agree that:

- your cancellation rights will reduce in proportion to the services already provided; and
- if all services have been provided within the 14-day period, your right to cancel will end.

Where a refund is due after some sessions have been completed, we will deduct the value of sessions already delivered at the agreed package or individual session rate (as stated at the time of purchase) and refund any remaining balance.

Refunds will not normally be given for:

- Expired packages;
- Sessions forfeited through late cancellation or non-attendance; or
- Failure to attend booked sessions.

Nothing in this policy affects your statutory rights.

7. Medical Circumstances

If you are unable to continue training because of illness or injury, please contact us as soon as possible.

We may request reasonable evidence, such as a medical certificate, before considering an extension, credit or refund.

8. Your Consumer Rights

Under the Consumer Rights Act 2015, services must be carried out:

- with reasonable care and skill;
- within a reasonable time (where no time has been agreed); and
- for the agreed price.

If we fail to provide services in accordance with your legal rights, you may be entitled to an appropriate remedy under UK consumer law.

9. Liability

Nothing in this policy excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded under UK law.

10. Changes to this Policy

We may update this policy from time to time. The version in force at the time of your booking or purchase will apply to your agreement unless changes are required by law.

11. Acceptance

By purchasing personal training services or booking a session, you confirm that you have read and understood this Cancellation and Refund Policy and agree to its terms. This does not affect your statutory rights under UK law.