Trilogy Health & Fitness - Personal Training

GENERAL Terms and Conditions of use

These terms and conditions apply to your purchase of all personal trainer (Personal Trainer) sessions and/or consultations (Personal Training).

- These terms and conditions form part of your agreement with Northampton Leisure Trust.

Purchasing Sessions and Bookings

- Session purchases can be made person at the front desk of your club or purchased online as part of the MyLife Prime membership.
- Session bookings **must** be made with the Personal Trainer who will contact you.
- When you purchase your session, you can request your preferred choice of Personal Trainer. You will be contacted within 48 hours of your purchase and we will inform you if we are able to accommodate your request or, alternatively, to discuss your personal goals and to allocate a Personal Trainer.

Payments

- All payments must be made in full at the front desk of your club.
- All payments must be made in full prior to any sessions being undertaken.

MyLife Prime Payments for Personal Training

- All MyLife Personal Training sessions can be used at the members own pace.
- There is a 12month commitment to MyLife Prime. If you default we will exercise the right to withhold this service until the account is brought up to date.
- Top-up sessions for Personal Training are available at any time, and can be purchased at the front desk of your club.

Session Cancellations

- If your Personal Trainer fails to give you 24 hours' prior notice of any cancellation, you will be entitled to 1 extra hour of Personal Training, in addition to the session you missed.
- We require a minimum of 24 hours' prior notice of any cancellation of any Personal Training sessions. This can be made directly through your club. If you do not provide a minimum of 24 hours' prior notice, you may lose that session and no refund will be made to you.
- Any rearranged cancelled sessions will be at a time mutually agreed between you and the Personal Trainer.

Lateness

- If your Personal Trainer is more than 10 minutes late for your session you will be entitled to a complimentary session, along with any remaining time you still have for that session.
- If you are late for your session, your session will be reduced in accordance with that time. If you are more than 25 minutes late, your Personal Trainer may choose to cancel the session and you may lose that session, in which case no refund will be made.

Expiry and Extensions

- All Personal Training packs purchase options have the following expiry time frames from date of purchase, after which time any unused sessions will be lost and no refund will be made. This is to ensure we deliver all your required sessions to enable you to achieve your goals.

    1. Single Session – 1 week
    2. 3 Session Pack – 4 weeks
    3. 10 Session Pack – 12 weeks

- You may extend Personal Training packs for between one month and 12 full calendar months for the following reasons only:
  - Pregnancy
  - Serious illness
  - Serious injury
  - Redundancy

- To extend your Personal Training packs you must contact the Health and Fitness Development Officer; we may ask you to provide proof of pregnancy, serious illness, serious injury or redundancy.

- Any other extensions are entirely at the discretion of the club and Health and Fitness Development Officer.

Personal Trainer

- If for any reason you are unhappy with your Personal Trainer, you may transfer to another personal trainer at any given time.

- In all circumstances, any sessions used with the previous Personal Trainer remain used.

- Your Personal Trainer cannot prescribe treatment or diagnose medical conditions. They may at any time ask to consult with your GP should any medical condition arise.

Refunds

- If for any medical reason you are no longer able to complete any Personal Training sessions, you will be given a refund on any outstanding sessions. We may ask for you to provide proof from your GP.

- If you leave the club for any reason, you will not be entitled to a refund.

- If you relocate to another Trilogy Health & Fitness club, any remaining sessions may be transferred on the same terms and conditions.

- If your Personal Trainer leaves the club, no refund will be given and you will be assigned another personal trainer by the club.

- Any other refunds are at the discretion of the club's Health & Fitness Development Officer.