



TERMS & CONDITIONS

CONSULTATION

Consultations are an opportunity for the PT to get to know you by taking basic and personal details including gender, measurements and blood pressure. As the client you have the right to refuse giving any details, please ensure you mark the question with 'prefer not to say'. Please be aware that all details are taken for crucial reason such as contact information, measuring your health and potential risks, and choosing the best path to help you achieve your goals. Any concerns are best to be discussed with your GP.

PERSONAL DATA COLLECTION

Personal data collection includes home address, contact details, health questions and personal measurements. All information taken will not be shared with anyone unless client is signposted to a registered professional or you GP with client's permission. All data is taken and stored on a secure cloud drive. No data will ever be stored on local drives or portable drives such as USB drives that are prone to hacking and theft. Any physical data will be stored in a lockable filing cabinet on site.

PAYMENTS

All payments are to be paid on the 1st of every month or up to 24 hours before the first session or the client could risk losing their session. Advance notice of exceptional circumstances are acceptable within reason.

PT SESSIONS

Private personal trainer sessions can only proceed when a health questionnaire and initial consultation have taken place, there are no exceptions. The PT is bound to 'signpost' clients to medical professionals or specialists if a client's underlying health conditions make service not possible due to risk of injury or decreased state of health. Clients will be asked to observe that they understand that exercise has benefits but still carries risks and the PT is not liable for any personal injury subsequent to receiving appropriate instruction.

GROUP PT SESSIONS

Clients can only attend group sessions when a health questionnaire has been handed in and signed off by the PT. The PT is bound to 'signpost' clients to medical professionals or specialists if a client's underlying health conditions make service not possible due to risk of injury or decreased state of health.

Even though every effort will be made by the PT to spend time with all attendants of each session, attention will be less than a personal training session, so clients are reminded to concentrate on the workout, the correct technique and relevant modifications. Clients will be asked to observe and sign a waiver that they understand that exercise has benefits but still carries risks and the PT is not liable for any personal injury subsequent to receiving appropriate instruction.

ONLINE PT SESSIONS

Online personal trainer sessions can only proceed when a health questionnaire and initial consultation have taken place, there are no exceptions. Online consultations will be made available to those who cannot attend physically. The PT is bound to 'signpost' clients to medical professionals or specialists if a client's underlying health conditions make service not possible due to risk of injury or decreased state of health.

Clients will be asked to observe that they understand that exercise has benefits but still carries risks and the PT is not liable for any personal injury subsequent to receiving appropriate instruction. The client is responsible to ensure the home environment has been risk assessed and any damage to property or injury caused is at the risk and responsibility of the client. Clients must also be aware that the PT's lack of physical attendance reduces help with correct technique and is unable to perform adequate first aid if necessary, although every effort will be made to provide the best help possible.

In the event that sessions begin late due to late attendance by the client, the session will continue as planned and will not be reimbursed the lost time. In the event that sessions begin late due to technical difficulties or the PT is running late then the time lost will be reimbursed or refunded.

PERSONAL INJURY

Personal injury is a risk when exercising. Accurate workout plans and correct technique along with proper nutrition and sufficient meals can reduce the risk of injury. The PT is not liable for injury if taken place before the first session, between sessions or if the PT is not present. The PT is also not viable when injury is caused by poor technique after being instructed correctly.

Delayed Onset Muscle Soreness (DOMS) is a perfectly normal occurrence which happens 1-3 days after a workout and normally consists of stiffness and aching but should not cause pain or discomfort. Maintenance stretching, dynamic warmups and sufficient amounts of protein and nutrients for recovery are advised to reduce the effects of DOMS.

PURCHASE OF MONTHLY PACKAGES

Payment plans are available in 4 to 20 sessions a month for PT and online sessions and 4 sessions a month for group sessions, which can be used anytime within the relevant month. After the month has ended your remaining sessions will become invalid and cannot be claimed or refunded unless discussed with the PT under exceptional circumstances.

COMMUNICATION

Average Joe has very high standards of communications and goes to great lengths to ensure emails, texts and phone calls are returned within 2 hours of receiving them. Although standards are very high, it is expected of clients to do their best to reciprocate a respectable level of communication. These messages may be to your benefit so do your best to respond asap. PT clients who temporarily stop sessions and do not stay in contact will lose all their slots after 4 weeks. Slots are kept open until clients inform the PT of their return date.

SESSION CANCELLATIONS

Clients are welcome to cancel any sessions up to 12 hours before by informing the PT. Cancellations made 12 hours before can be rescheduling with no loss of payment. Cancellations made within 12 hours of the session will not be refunded unless under exceptional circumstances. Pay-as-you-train clients must pay prior to the session. Any unpaid, cancelled sessions must be paid up to 3 days after the session or Average Joe reserves the right to dismiss clients. In exceptional circumstances and emergencies, cancelled sessions may be rearranged at no charge. Late attendance to a session will not entitle the client to an extended session or price reduction and will finish as scheduled. Please respect your trainer's time. Failure to attend sessions without

notice will result in a warning and no refund. Multiple late cancellations, late attendance or non-attendance will result in a full dismissal and no refunds will be given for sessions missed. Any monthly plan sessions not claimed within the month due to cancellation by PT will be rescheduled or refunded.

On occasions where Average Joe is late you will be appropriately reimbursed based on how late the session starts. In rare occasions where Average Joe does not attend a scheduled session your appointment will be rescheduled and will be compensated with a free session. In exceptional circumstances and emergencies, lost session time may be rearranged at no charge.

PAYMENT

Monthly fees must be paid on 1st of the month. In the event the 1st of the month falls on a bank holiday then either 2nd or 3rd of the month is acceptable. Payments made after 7th of the month will incur a warning. In exceptional circumstances, please contact Average Joe asap to discuss an arrangement and your situation will be treated with great respect. Failure to contact Average Joe regarding late payment will be treated as negligence and will incur a warning.

PAYMENT CANCELLATIONS

Single session purchases are non-refundable and are non-transferable once purchased. Monthly payment plan cancellation must be requested at least a month before the potentially last payment. Late notice will result in the last payment being transferred to the next month.

QUARTERLY REVIEWS

Quarterly reviews are not mandatory but are recommended for managing progress and setting new goals to benefit for main ambitions. Quarterly reviews can be booked any time 3 months after the last review.

ABUSE OF SERVICE

Types of service and their terms will be made clear to clients before the sessions occur. Any abuse of terms, offers or discounts will not be tolerated. Any negligence of advice is at the client's risk and not the responsibility of the PT. Any abuse of exercise equipment or facilities will not be tolerated and may result in prosecution and sessions will not be refunded.

ABUSE OF TRAINER

Personal trainers are specially trained, qualified and experienced professionals and should be treated with the upmost respect. PTs will sometimes ask you to push yourself to your limits and often beyond, so there is zero tolerance for abusive language and behaviour. Abusive behaviour may result in the stopping of the session with no refunds and possible prosecution.

Average Joe has a reputation to uphold amongst his clients and potential customers, so any unfair, unsavoury or inappropriate comments made about Average Joe will be taken seriously and may lead to further investigation.

Average Joe has the right to refuse service if clients are either disrespectful, do not respect their trainers time or regularly pay late. On these occasions, after receiving a warning, Average Joe will terminate his services to said client and no refunds will be given.

MAKING A COMPLAINT

In the event that clients are unsatisfied with the service they are receiving from Average Joe, clients are invited to report to the PT with their concerns by either filling in the form on the website, writing an email, calling or speaking to Average Joe in person. If this route is not an option then clients are advised to speak with the governing body.

ASKING QUESTIONS

Feel free to ask any questions, either in person, on the phone or written in an email.

Detail below:

Average Joe

Mobile number – 07849-628-714

www.averagejoept.com

averagejoepersonaltrainer@gmail.com

T&Cs updated 30th October 2023