

Welcome to VIP Online Coaching & Personal Training. As highly qualified personal trainer I will help you reach your health and fitness goals. If you have any questions about your personal training client agreement or any concerns regarding personal training, please do not hesitate to contact me (coach@levelup-onlinecoaching.com)

TERMS & CONDITIONS

- If you pay for VIP Personal Training by purchasing a membership, payment must be made in advance of any personal training sessions taking place.
- All personal training sessions need to be fully used within 4 weeks (up to 1-week holidays excluded) of purchase after which any remaining session/s will be forfeited.

CANCELATIONS

- If you need to cancel a session that you have booked, you must give 24 hours cancellation notice. Failure to do so will result in you being charged the full session rate.
- If for any reason the Personal Trainer needs to cancel your appointment within 24 hours, your next session will be provided free of charge.

REFUNDS

- If you are unable to continue your Personal Training sessions due medical reasons, a refund may be available for any remaining sessions. You will need to provide with evidence (i.e. a letter from a doctor) explaining that you are unable to continue for medical reasons including a time frame of this restriction prior to a refund being given. Refunds cannot be provided under other circumstances.

LATE ARRIVALS

- If the Personal Trainer is more than 10 minutes late for your session, you will receive one free hour Personal Training, arranged at the mutually convenient time for you both.
- If you are late for your session, your session length will be reduced accordingly, and you will be charged at the normal session rate.
- If you are more than 30 minutes late, the session may be cancelled and you will be charged at the normal session rate.

TRAINER

- Should you experience any pain, discomfort or injury during any of your sessions, please inform the Personal Trainer immediately who will ensure appropriate action is taken.
- Prior to, or during, the course of your Personal Training, health concerns may arise that may require further input from your doctor, physiotherapist, or another allied health care professional. If such concerns arise, you should consult an appropriate health professional before continuing your Personal Training,
- Please be aware that your Personal Trainer are not Health care professional and cannot diagnose and/or prescribe treatment for any form of injury, disease , or other medical problem.

PLEASE DO NOT BUY ANY SERVICE UNTIL YOU HAVE READ AND UNDERSTOOD ALL THE ABOVE TERMS & CONTITIONS. IF THERE IS ANYTHING THAT REQUIRES FURTHER EXPLANATION, PLEASE ASK THE PERSONAL TRAINER. BY BUYING SINGLE SESSION OR PACK, YOU CONFIRM THAT YOU ARE NOT AWARE OF ANY MEDICAL OR OTHER CONDITION THAT WOULD AFFECT YOUR ABILITY TO PARTICIPATE IN PERSONAL TRAINIG SESSION SAFELY.