

# Personal Training Terms and Conditions

These terms and conditions apply to your purchase of all personal training (online/live) sessions and/or consultations / videos (Personal Training).

## Terms and Conditions

- These terms and conditions form part of your agreement with Eitanfit – by Eitan Israelski.
- Your agreement with us is made up of your completed and signed Personal Training agreement form, these terms and conditions. These documents together form a legal agreement between us, so please make sure that you read them carefully and understand them. If you have any questions, please contact Eitanfit - by Eitan Israelski.

## Purchasing Sessions and Bookings

- Session purchases can be made on-line or in person at location (outdoors/ home)
- Session bookings must be made with the Personal Trainer who will contact you.
- When you purchase your session, you can request another personal trainer that Eitanfit - by Eitan Israelski will provide only if the personal trainer is in the team of Eitanfit - by Eitan Israelski. You will be contacted within 24 hours of your purchase and Eitanfit - by Eitan Israelski, 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, either in person at location (tikkie or payment request) or online (credit card or iDEAL).
- All payments must be made in full prior to any sessions being undertaken.
- If you purchase sessions in person, you will receive a copy of this agreement, along with an invoice for any payment of sessions you make. If you purchase online, you should retain a copy of this agreement, the terms and conditions and an invoice for any payment of session purchases you make.

## 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.
- Eitanfit - by Eitan Israelski, requires a minimum of 24 hours prior notice of any cancellation of any Personal Training sessions. This can be made directly through email/ phone message or call. If you do not provide 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.

## Cancellation of Ongoing Training

- If you would like to cancel your booked sessions for any reason, you must notify us in writing (email or letter).
- Please refer to the refund section for further details.

## 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 packages purchase options have a 90-day expiry, 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.
- You may extend Personal Training packages 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 packages you must contact Eitanfit - by Eitan Israelski; we may ask you to provide proof of pregnancy, serious illness, serious injury or redundancy.
- Any other extensions are entirely at the discretion of Eitanfit - by Eitan Israelski.

## 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 you 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 Eitanfit - by Eitan Israelski for any reason, you will not be entitled to a refund.
- Any other refunds are at the discretion of Eitanfit - by Eitan Israelski.

