

Client Terms and Conditions

1) My commitment to you

a. Confidentiality.

All information you give me will be kept in confidence. Your personal details and medical information will not be made available to third parties unless permission to do so is granted by you. Record will be kept for 7 years for the purpose of my insurance.

b. Recommendations.

Using my judgment and experience, I will suggest certain exercises and other lifestyle advice that I believe will help you achieve your personal goals, but if at any time you have specific requests please tell me so I can accommodate them.

c. Referral.

I intend to work with you within the scope of my knowledge and competencies as an Exercise Professional. Therefore when I believe it is in your best interests to see another health professional, I will refer you appropriately.

d. If I (the trainer) cancels or runs late.

Unforeseen circumstances may arise which require our sessions to be rescheduled. In this event the following policy will apply:

- If I am forced to cancel our session I will make up the session at no charge to you.
- If I run late in starting our session I will extend the session time accordingly or make it up at a future date, whichever is most convenient to you.

2) Your responsibilities to me a. Disclosure of information.

Please disclose all health information as requested at our initial consultation and keep me updated and informed of any changes to your health status. This includes all medical conditions; physical and mental, injuries, allergies, and medication you are taking. If necessary, you may need to seek clearance from your doctor before participation in the exercise programme I recommend.

b. Accepting potential risks.

Whilst for most people exercise is hugely positive with many health benefits, there remains some risk that I require you to be aware of and for you to sign the informed consent and disclaimer that I will provide.

c. If you (the client) cancel or run late.

- **If you cancel your session or 1-1 session with less than 24 hours notice, or fail to show you will be required to pay 100% of the session fee.**
- **Please note 4/6 week course all have a 48 hour notice period to cancel in order to receive a refund.**
- Other

If you (the client) are late to a session, I will do my best to get the most out of the remaining time left in the session as I am unable to run over time due to previously arranged client commitments.

3) To get the most out of your session I recommend the following:

- Have a small snack or light meal one to two hours before your session • Be sure you are well hydrated and avoid alcohol prior to training
- If you are feeling unwell before your session please contact me
- Bring a small towel and water bottle to your session
- Wear appropriate clothing and footwear (ask me if you are unsure) • Be ready at the appointed time

4) Communication and Commitment

While I can give you the tools and encouragement to reach your goals, ultimately you will need to assume responsibility for making the required changes. I can best help you with this process if you keep me fully informed of any issues that arise for you and if you have any questions or concerns whatsoever please don't hesitate to voice them.

PLEASE NOTE: In the event that you need to reschedule or you are running late for a session, please contact me ASAP by
Telephone: 07557977518 Email: Lisaroyhealth@outlook.com