

By purchasing my services, you accept that the Terms and Conditions set out hereunder represent a legally binding contract between yourself and Level Up Training & Sports Nutrition Limited.

Welcome to Personal Training by Level Up Training & Sports Nutrition Limited. As a highly qualified fitness professional, I'm here to guide and support you on your journey to achieving your health and fitness goals as your dedicated trainer.

Physical exercise can be strenuous and subject to risk of serious injury. Accordingly, Level Up Training & Sports Nutrition Limited recommends that you obtain a physical examination from a doctor before using any exercise equipment or participating in any exercise activity. You agree that by participating in physical exercise or training activities, you do so **entirely at your own risk**. Any enhancement products are entirely your responsibility and you should consult a physician or other expert practitioner as the case may be prior to undergoing any dietary or food supplement programme or changes. You further hereby agree that you are participating in these activities of your own volition and initiative and that by using the advice of Level Up Training & Sports Nutrition Limited, you hereby acknowledge and **assume all risks** of injury, illness, or death.

TERMS & CONDITIONS

- Payment for personal training sessions must be made in advance of the scheduled session.
- All personal training sessions should be used within 4 weeks of purchase, with the exception of up to 2 weeks for holidays. Any remaining sessions after this period will be forfeited.

CANCELLATIONS

- If you need to cancel a booked session, a 24-hour notice is required. Failure to provide this notice will result in a full session rate charge.
- In the event that the trainer needs to cancel your appointment within 24 hours, your next session will be offered free of charge.
- If you want to cancel your membership, you need to provide at least 1-week notice. Your trainer will then process the cancellation of your membership.

REFUNDS

- If you are unable to continue your personal training sessions due to medical reasons, a refund may be available for any remaining sessions. You will need to provide evidence, such as a doctor's letter, explaining your inability to continue

for medical reasons along with a time frame for this restriction before a refund can be processed. Refunds cannot be provided under other circumstances.

LATE ARRIVALS

- If the trainer is more than 10 minutes late for your session, you will receive one complimentary hour of personal training at a mutually convenient time.
- If you are late for your session, your session duration will be adjusted accordingly, and you will be charged at the standard session rate.
- Should you arrive more than 30 minutes late, the session may be canceled, and you will be charged at the standard session rate.

TRAINER

- If you experience any pain, discomfort, or injury during your sessions, please notify the trainer immediately so that appropriate action can be taken.
- Health concerns may arise before or during your personal training sessions that require consultation with a doctor, physiotherapist, or another allied healthcare professional. Should such concerns arise, it is recommended to consult the appropriate health professional before continuing your personal training.
- Please note that your trainer is not a healthcare professional and cannot diagnose or prescribe treatment for injuries, diseases, or other medical conditions.