

ChallengePaula

Terms & Conditions May 2020

Please ensure you have read and understood our Terms & Conditions before embarking on any services or sessions provided by Paula Aldred/ChallengePaula. Your booking of any service will assume that you have read and agreed to these Terms & Conditions.

SERVICES AVAILABLE AT THE TIME OF WRITING:

- Personal Training; be that physical, face to face training or creation of training plans
- Run Coaching, including but not limited to; training plans, guided runs, advice and support
- Pilates; Mat based training with the use of props and small equipment where deemed appropriate
- Individual or Small group general fitness training
- Any other service with a fitness/wellbeing based outcome as agreed with Paula Aldred/ChallengePaula

PRICES

Prices are as advertised according to the services offered and detailed on the website. Custom packages are available upon request and will be priced accordingly.

Price increases and changes:

Information on any price increases or changes will be communicated via email or on the website. Any payment already received will be honoured at the original price paid and any increase will take effect from the next due payment.

Method of payment:

Payment is accepted by bank transfer only.

Booking:

All services should be booked in advance through ChallengePaula and paid for in full at time of booking. Whereby a Monthly Subscriptions services has been agreed, these will be invoiced at the beginning of the period for the next 28days.

Please ensure you have completed and returned the Physical Activity Readiness Questionnaire (PAR-Q) prior to the start of your session; ideally at least 48hours, to ensure that I have had time to review and offer any advice/recommendations that may be required.

Those joining a group session (be that face to face or virtual), will not be permitted to join the session once it has begun. This is for the safety of the individual, pre session screening will have already taken place and out of courtesy of those that have already began. Please ensure that you can be seen in both a standing and lying position when joining an online session.

Should you be attending a 1-2-1 session, I will wait 15mins in an hour session before assuming a no-show, and subsequent loss of fees.

Cancellations/refunds:

Any sessions that need to be cancelled or rearranged require a minimum of 24 hours notice, less than 24 hours will result in the loss of payment. All monthly subscription services require 2 weeks (14 calendar days) notice.

If a session has already started, you will forfeit your fee; you will be deemed a 'no-show' unless previously agreed with Paula Aldred/ChallengePaula.

Whilst I will endeavour to ensure connectivity to any online sessions delivered, I cannot be held responsible for any connectivity issues you may have either before or during an online session. Please give yourself adequate time to check connectivity before the start of your session.

Should Paula Aldred/ChallengePaula be unable to deliver services as agreed, she will in the first instance look to provide adequate and equal cover. Where this is not appropriate or available she will rearrange the session to the next available time. 24hours notice will be given for any changes to the advertised/agreed schedule.

All services/sessions must be taken within the allocated time specified or within 3months of purchase.

Refunds or transfer of any service are not permitted unless previously agreed by Paula Aldred of ChallengePaula.

CONFIDENTIALITY:

Every effort will be made by ChallengePaula to secure any information provided by the client in forms and via electronic means to conform with General Data Protection Regulations (GDPR) May 2018. No information will be passed onto third parties. Please refer to the Privacy Policy for more information.