



TERMS AND CONDITIONS OF SERVICE

1. The Client agrees to pay charges to GT Fitness and Wellbeing for all services provided to them. Any written or verbal instruction by the Client to GT Fitness and Wellbeing will constitute acceptance of these Terms and Conditions of Service.
2. VAT will not apply to any charges unless specified otherwise.
3. For individual sessions, payment must be made a minimum of 24 hours before the session is scheduled to take place.
4. For sessions booked as packages (including bootcamps, school clubs and fitness training), full payment for the package of sessions must be made a minimum of 24 hours before the first session is scheduled to take place. For early bird and block booking discounts, payments must be made by date specified when the price is provided.
5. Fitness training sessions booked as part of a package must be used within 3 months of the date of payment. No refunds will be issued for unused sessions.
6. Requests to reschedule appointments more than 48 hours in advance will not incur an additional charge. Only one request to reschedule will be allowed per appointment without incurring a charge. Requests made less than 48 hours in advance will incur a charge of 50% of the appointment fee. Requests made less than 24 hours in advance will incur the full appointment fee.
7. Refunds will not be issued for non-attendance by the Client at any type of session.
8. GT Fitness and Wellbeing reserves the right to waive cancellation or late rescheduling fees on an individual basis.
9. If a member of the GT Fitness and Wellbeing team is unable to attend a session, the Client will be notified as soon as this information is available. Where possible, the Client will be given the options of either having another member of the GT Fitness and Wellbeing team instead or rescheduling the session.
10. If GT Fitness and Wellbeing is unable to run a session due to circumstances beyond their control, the Client/parent will be informed as soon as possible and will be given the options of either a rescheduled appointment or a reduction in price for their next block booking.
11. If GT Fitness and Wellbeing is required to cancel a fitness training session less than 24 hours in advance, the Client will be given the options of either a rescheduled appointment or a refund.
12. Negative behaviour towards GT Fitness and Wellbeing staff will not be tolerated. GT Fitness and Wellbeing reserves the right to terminate a session early or refuse participation in a session without refund if a member of staff experiences any aggressive or threatening behaviour towards them from the Client or a representative of the Client.
13. Negative or unsafe behaviour during any group sessions for participants under the age of 18 that puts any participant or member of staff at risk may result in the child/young person being removed from the group and participation in future sessions and events run by GT Fitness and Wellbeing being refused. Refunds will not be issued where payment has been made in advance and a participant has been removed from a group as a result of negative or unsafe behaviour.
14. Where sessions take place in an educational setting, setting staff will be responsible for ensuring that the setting's behaviour policy is implemented consistently during sessions.
15. The Client or a representative of the Client must complete the Physical Activity Readiness Questionnaire (PAR-Q) and sign the waiver form before any sessions can take place.
16. Client data held on file by GT Fitness and Wellbeing will be stored in accordance with the data protection principles outlined in the Data Protection Act 2018.
17. GT Fitness and Wellbeing will not disclose any confidential information relating to the Client in accordance with UK common law. Where it is felt that maintaining confidentiality may put the Client at risk or where sharing information is deemed to be in the public interest, this clause will not apply.
18. GT Fitness and Wellbeing takes its responsibility to safeguarding seriously. All its staff are appropriately trained and undergo enhanced DBS checks.
19. All resources produced by GT Fitness and Wellbeing are subject by law to copyright protection. Where resources are shared with the Client as part of the service provided, these are intended for use by the Client only and shall not be distributed elsewhere.

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