

Personal Training – Information & Terms

Welcome to Personal Training at Fort Stamford Health and Fitness.

This document explains how our Personal Training works, what you can expect from us, and what we ask from you in return. It's designed to be clear, friendly, and informative — while also setting out the terms that apply to our Personal Training services.

If you have any questions at any point, please speak to a member of the team or email info@fortstamford.co.uk.

What's Included in Personal Training

- Personal Training sessions are provided on a 1:1 basis.
- All sessions take place in the gym.
- Each session lasts 1 hour.
- Sessions are purchased as Personal Training tokens.

Token Bundles & Expiry

Personal Training is purchased in bundles of tokens:

- 4 tokens – must be used within 60 days
- 8 tokens – must be used within 90 days
- 12 tokens – must be used within 120 days

Tokens must be used within their validity period. Once expired, they can no longer be used.

Payment & Purchasing Tokens

- All Personal Training tokens must be purchased in advance of booking sessions.
- Prices are displayed online and may change from time to time (for this reason, prices are not listed in this document).
- Tokens can be purchased:
 - Via the members app
 - Via the members area of our website
 - At reception
- Tokens are added to your account only once payment has been successful.

- If payment is unsuccessful, tokens will not be issued and sessions cannot be booked.
- Personal Training tokens are non-refundable.

Booking Your Sessions

- Sessions are arranged by liaising directly with your Personal Trainer, who will book sessions into our system for you.
- There is no limit on how far in advance sessions can be booked.
- You may book all of your sessions at once, if preferred.
- Personal Training tokens may be transferred to another member if required.

Cancellations, No-Shows & Changes

We understand that schedules change and aim to be fair to both clients and trainers.

- Sessions must be cancelled with at least 24 hours' notice.
- Cancellations made with less than 24 hours' notice will result in the loss of that token.
- If you do not attend a session, the token will be lost.
- If a session is cancelled by us, the token will be returned to your account.
- In cases of genuine emergencies, flexibility may be applied at the Trainer's discretion.

Trainers & Availability

- You are welcome to speak to any of our Personal Trainers and arrange sessions based on availability.
- A specific Trainer is not guaranteed, as availability may vary.
- You may request a change of Trainer at any time.
- If your Trainer is unavailable due to illness, holidays, or other unavoidable reasons, this will be discussed with you. You may choose to train with a substitute Trainer or take a break from training. Where appropriate, token expiry dates can be adjusted.

Health, Safety & Your Responsibility

Your health and wellbeing are extremely important to us.

- Before your first session, you will complete a consultation with your Personal Trainer, including a health questionnaire and any relevant forms.
- You must inform your Trainer of any injuries, medical conditions, or changes to your health. This information allows your Trainer to tailor sessions safely, or in some cases, determine whether training is appropriate.
- You should always train within your own limits and stop exercising immediately if something does not feel right.
- In certain situations, medical clearance from a doctor may be required before training can begin.

Results & Expectations

- Personal Training provides coaching, guidance, structure, and support.
- Progress and results vary from person to person and are influenced by many factors, including attendance, consistency, effort, and lifestyle.
- General nutrition advice can be provided as part of your training.
- Advanced or structured nutrition plans are available as an optional add-on — please discuss this directly with your Trainer.
- Any nutrition guidance provided is general information only and is not medical advice.

Pausing, Illness & Extensions

- Personal Training is purchased as bundles of tokens with set expiry periods.
- If illness, injury, or other circumstances affect your ability to train, please speak to your Personal Trainer.
- Expiry extensions may be granted where appropriate, based on individual circumstances.

Age Requirements

- Personal Training is available to members aged 18 years and over only.

Lateness

- If you arrive late to a session, the session length will be at the Trainer's discretion.
- If your Trainer arrives late, it is your choice whether to:
 - Continue with a shortened session, or

- Rebook the session for another time

Photos, Videos & Marketing

- Any photos or videos taken for technique or coaching purposes will be recorded on your own device.
- Marketing photos or videos will only be taken with your permission.
- Permission will be requested each time, and you may opt out at any point.

Ending Your Personal Training

- Personal Training packages naturally end once all tokens have been used.
- Any unused tokens will expire at the end of their validity period.
- In some circumstances, we may end Personal Training early where it is considered necessary for health, safety, or suitability reasons.

Updates to These Terms

We may update these terms occasionally.

If changes are made, updated terms will be communicated to members.