

Motive8 Personal Training Terms and Conditions



Classes

- All classes must be paid for in advance either online, by block booking or on the day of the class.
- We must be advised of cancellations 24 hours prior to the class. Sessions cancelled within 24 hours will be charged as normal.
- Class duration is approximate and may on occasion be slightly shorter or longer than the scheduled time.
- The company reserves the right to change the instructor and content of the class (as long as it still fulfils the advertised criteria of class type) if required to cover instructor absence.

Block Payments

- Block payments are payable in advance
- All block payments must be used within the following time periods;
 - Block of 10 sessions must be completed within 12 months.

Any sessions not completed within this time will be lost.

Personal Training

- All Personal Training sessions must be either paid for in advance by block booking or on the day of the session.
- We must be advised of cancellations 24 hours prior to the session. Sessions cancelled within 24 hours will be charged as normal.
- All Personal Training sessions will last approx 1 hour.
- In some instances, it may be necessary to add a surcharge for travel. Should this be necessary you will be notified by the company prior to payment.
- Regular time slots will be lost should cancellations become frequent. This action is at the discretion of the company.
- The company reserves the right to alter the time of any session, the trainer conducting the session and the session content at any time. For avoidance of doubt, the company recognises that it is in the interest of all parties to maintain regular time slots and trainers.

Block Payments

- Block payments are payable in advance
- All block payments must be used within the following time periods;
 - Block of 10 sessions must be completed within 3 months.
 - Block of 20 sessions must be completed within 6 months.

Any sessions not completed within this time will be lost.

M8 GROUP
3 The Mews
53 High Street
Hampton Hill
Middlesex
TW12 1NH

T: +44 (0)845 838 1888
F: +44 (0)20 8979 3914

E: info@m8group.net
W: www.m8group.net

General

- The Company holds full insurance for all sessions which is available to the client upon request. The company accepts no responsibility for any loss, damage or personal injury sustained by the client during the session or class, immediately before or after the session. The company shall not be liable for personal injury sustained by Clients whilst participating in a session or class, except in so far as it can be proven that this relates to the wilful act, neglect or default of the Company or its employees or agents. Clients who suffer an accident or injury during a session or class must report the accident or injury, and the circumstances in which it occurred, to the trainer or the Company immediately following the session.

Refunds

Block bookings are non-refundable except at the discretion of the company on reviewing individual circumstances. Please contact us in writing to: info@m8group.co.uk. Refunds may take up to 14 days to be processed.

On the date the refund is completed we will send you an e-mail message confirming the date, amount and payment details.

If a class is cancelled or you cancel a class more than 24 hours before a class begins, your account will be credited and the funds may be used at a later date against another class. If you would prefer a refund, please contact us in writing and a refund to your original payment method will be made.