

PT Sessions T&C's

Terms & Conditions

These terms and conditions govern the personal training sessions that you can purchase at Reception or via the Bannatyne App. Please read these terms carefully before you apply. The [health club terms and conditions](#) and the [Club Rules](#) also apply to your membership. If you have any questions about the PT Sessions, please ask a member of our Fitness team.

These terms do not affect your statutory rights.

- 1. Who we are and how to contact us.** We are Bannatyne Fitness Limited, a company registered in England and Wales. Our company registration number is 03287770 and our registered office is at Power House, Haughton Road, Darlington, County Durham, DL1 1ST. Our VAT number is 302 3184 52. You can contact us by writing to us at our registered office, or by filling in the contact form at: <http://www.bannatyne.co.uk/contact/feedback/#feedbackform>.
- 2. Eligibility**
 - 2.1. In order to purchase PT Sessions, you must hold a current live membership with a participating Bannatyne health club. If your membership has been frozen/suspended, you will not be able to purchase PT Sessions, nor will you be able to attend any PT Sessions until your membership is live again. PT Sessions can be purchased by members aged 16 years or over and they are not available to guests of members.
 - 2.2. PT Sessions are personal to you and cannot be transferred to any other person. Joint members take PT Sessions on an individual basis and therefore, one joint member cannot transfer any sessions to the other joint member.
- 3. Services**
 - 3.1. PT Sessions involve personal training sessions with a Bannatyne personal trainer.
- 4. Duration, Frozen Membership and Cancellation**
 - 4.1. **Duration.** You can purchase PT Sessions individually or in blocks of five or ten personal training sessions. PT Sessions must be used within three calendar months of purchase, unless we agree otherwise in exceptional circumstances.
 - 4.2. **Frozen/Suspended Membership.** If your health club membership is frozen or suspended in accordance with your health club terms and conditions, your PT Sessions will also be frozen/suspended, and you will not be able to attend any personal training sessions until your membership is live again. In such circumstances, you will receive a pro rata refund for any booked but unused personal training sessions.
 - 4.3. **Cancellation and non-attendance.** If you cannot attend a PT Session, you must provide at least 8 hours' prior notice to the Club's Reception team. If you do not notify us at least 8 hours in advance, the PT Session will be treated as used and you will not be entitled to a refund, unless we agree otherwise in exceptional circumstances. If you have suffered from an injury or illness which may affect your ability to have a PT Session, please discuss this with your personal trainer.
 - 4.4. **Cancellation by us.** We may cancel your PT Sessions if you commit a serious breach (or frequent repeated breaches) of these terms, the health club terms or Club Rules, if you fail to make payment when it is due, or if we reasonably believe, based on reasonable evidence,

that your continued membership poses a risk to the safety and wellbeing of any members, their guests or our staff. In such circumstances, you will receive a pro rata refund for any remaining unused PT Sessions.

- 4.5. **Cancellation and your health club membership.** If you cancel your health club membership, we will also automatically cancel any PT Sessions you have. If the reason for cancellation is due to serious illness or injury, redundancy/job loss or relocation, if you provide satisfactory evidence to us, you will receive a pro rata refund for the PT Session fees. Nothing in this clause affects any refund you may otherwise be entitled to under applicable consumer law.
- 4.6. **Late arrival.** If you are late for a PT Session, your session will be shortened accordingly and you will not be entitled to receive a refund.
- 4.7. **Non-attendance by the personal trainer.** If the personal trainer cannot attend a PT Session, you will not lose the benefit of the session. Bannatyne reserves the right to provide an alternative trainer for any sessions that your usual personal trainer cannot attend, provided the substitute trainer is appropriately qualified. If a substitute cannot be found, any unused sessions will roll over into the following week or month.

5. Purchasing & Payment

- 5.1. Please ask Reception or visit the Bannatyne App about purchasing PT Sessions.
- 5.2. PT Sessions must be purchased using a payment card in-Club or by purchasing credits in the Bannatyne App.
- 5.3. PT Session fees cannot be discounted or used in conjunction with any offer, nor are they eligible for staff discount.

6. Medical and nutritional advice

- 6.1. **Physical condition of the member.** You confirm that you are in good physical condition and the information contained in your pre-exercise questionnaire or health declaration (which you should complete before commencing any exercise programme), is true and accurate. Furthermore, you confirm that you are capable of engaging in active or passive exercise and that such exercise would not be detrimental to your health, safety, comfort or physical condition. If health concerns may arise that could affect your ability to continue safely with the personal training sessions, we reserve the right to require you to provide a note/letter from your doctor or appropriate health professional before you continue with sessions.
- 6.2. **Injuries.** Please be advised that Bannatyne personal trainers are unable to treat you for any injuries or medical conditions and cannot provide you with any medical advice.
- 6.3. **Medical advice.** When engaging in any exercise programme, you should exercise within your own capabilities and follow the guidance of your personal trainer. You take full responsibility for the effects on your body that you experience along the way. Any guidance Bannatyne provides cannot be taken as a substitute for professional medical or physiotherapy advice so we always recommend that you contact your GP.
- 6.4. **Nutritional information.** Bannatyne will not provide you with any personalised nutritional advice as part of the PT programme.
- 6.5. **Results.** Personal training is a collaborative process, and although Bannatyne provides its services with reasonable care and skill, we cannot guarantee any particular results or outcomes. Your progress will depend on a range of factors, including your commitment, attendance, effort, and lifestyle choices, many of which are outside our control.

PT Booking Form (in-person bookings)

Member details

Name:		Telephone number:	
Address:		Email address:	
		Membership Number:	

MyZone profile name:	
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Club:	
Anticipated start date:	

By signing below, you are agreeing to the attached Terms and Conditions and Health Declaration:

Name: Signature:	
..... Date:	

Health Declaration

You are primarily responsible for your own health and wellbeing. By enrolling on a personal training programme, you hereby confirm that:

1. you are in good health, capable of exercise and that exercising will not harm your health;
2. you will inform us immediately your health deteriorates or you become injured and you are unable to safely use our facilities;
3. your doctor has never diagnosed you with a heart condition;
4. you are not currently on medication for a heart condition or a blood pressure related condition;
5. you do not have high blood cholesterol;
6. you have never sought approval from your doctor to exercise in a gym or swimming pool;
7. you will seek advice from your doctor, before you use our facilities, if you have any concerns over your health or if you should exercise; and
8. the information you have given to us is correct and will be used by us in determining whether you can safely use our facilities.

If you are unable to give any of the above confirmations, please see one of our Receptionists or a member of the fitness team to discuss your circumstances.

There are many different types of disability that can affect the way you may use these facilities. If you consider yourself to have a disability or any special needs please bring this to our attention so a risk assessment can be undertaken and appropriate measures put in place.

The Bannatyne Group will give you the following commitments:

1. we will keep any health or medical information, that you have given us, confidential and in accordance with our Privacy Policy;
2. our Fitness Team will hold relevant fitness qualifications;
3. whilst we will respect your decision over your training regime, we reserve the right to ask you not to exercise beyond what we reasonably believe to be your personal ability;
4. inductions can be booked at the Club's Reception if you would like to know how to use our fitness equipment and technology; and
5. if you are a wheelchair user or require assistance to use our facilities, we will complete a Personal Emergency Evacuation Plan (PEEP) with you, so that we can help you in the event of an emergency within our Clubs. If your circumstances change please keep us informed and updated so we can ensure the PEEP is kept up to date.

This health declaration and the above commitments will become binding between us when you sign below:

Name:

Signature:

..... Date: