

Guardian Fitness & Healthcare

Terms and Conditions

Cancellation Policy

- A minimum of 24 hours notice is required for all appointments.
- Cancellations made that are less than 24 hours will be charged at full rate.
- We reserve the right to cancel at any time. We will give a minimum of 24 hours notice.

Rescheduling of appointments

- We are very flexible and will happily reschedule your appointment to another day.
- Please give us at least 24 hours notice if you wish to change your appointment.
- Just pop us a text and we'll let you know what's available.

Lateness and Non-attendance

- The client is expected to arrive either on time or a few minutes early.
- If the client is late, the session will not be extended and will end at the appointed time.
- If the Consultant/Trainer is late, additional time will be added to the session or to future sessions, in agreement with the client.
- Non-attendance is charged at the full rate.

Price

- Prices are non-negotiable and are subject to change.
- If you have pre-purchased and there is a price increase during this time, you will not be asked to pay any extra. The price increase will take affect upon your next payment and you will be given a minimum of 30 days prior notice of any increase.
- Please ask about our FREE 30 minute consultations. These sessions are for you and I to get to know each other, to establish any medical conditions you might have, to briefly assess your goals and discuss what programme is right for you.

Payments

- All payments are made in advance and are non-refundable.
- Purchased sessions may be transferred in some circumstances and in agreement with Guardian Fitness.
- Payment options include Direct Debit, Cash, Paypal and Bank Transfer.

GOCARDLESS



Direct Debit payments are via a company called "GoCardless" who are regulated by the Financial Services Authority.

Refunds

- All sessions, appointments and packages are non-refundable and must be used within the period purchased for.
- Unused sessions do not roll over into the next period, except in extreme circumstances and in agreement with Guardian Fitness.
- If you buy a package and change your mind before it has started, it can be transferred to someone else, or scheduled to start during an alternative period.

Health Screening

- The client must complete a PARQ form before commencing any physical programme.
- Your Consultant/Trainer may require a letter of “medical clearance” from your GP. Please be aware that your GP may charge you for this.

Client/Trainer Agreement for Physical Activity Programmes

- The Trainer will use their skills and knowledge to design a safe programme of exercise that will take into account the personal goals, fitness levels/abilities and exercise likes/dislikes.
- The Trainer will provide the coaching, supervision advice, and support that the client may need to help them achieve their goals. The client’s progress will be regularly monitored and the programme revised and adjusted accordingly.
- The Trainer will provide all necessary equipment and will organise appropriate venues for all sessions.
- All client information will be kept strictly private and confidential. If the Trainer requires further medical information from a practitioner, the client must provide such details.
- It is understood between client and Trainer that both will commit to the programme and give 100% effort.
- The client is required to wear appropriate clothing and footwear. Clothes should be loose fitting and non-restrictive. Footwear should be comfortable and provide adequate support.

Health and Safety

- The Consultant/Trainer holds a certificate for emergency 1st aid which is renewed every 3 years.
- £6 million Public Liability insurance is through Balens Ltd.
- A DBS certificate for working with adults is available to view upon request.
- If sessions are conducted on your premises, it is your responsibility to provide a safe environment.
- Please ask if you would like to view our Risk Assessment and/or Accident Policy.

Privacy Policy

This is available to view via our website.