



General Information

These are the terms of business on which Pro Life Fitness LTD (“we”, “us” or “our”) provides services to you. Please make sure that you have read and fully understand these terms and conditions when booking any sessions with us.

Terms and Conditions

- These terms and conditions form part of your agreement with Pro Life Fitness LTD.
- Completed and signed Client Information form, consisting of relevant client background information.
- Physical activity readiness questionnaire (PAR-Q) terms and conditions.
- Informed consent
- Pictures, videos and Social Media (SM) Consent
- These documents together form a legal agreement between us, so please make sure that you read them carefully and understand them.
- These terms and conditions are also applicable to purchased bookings made through our website.
- All information is compliant with the Data Protection Act (2018).

If you have any questions, please ask a member of our team at Pro Life Fitness LTD via info@prolifefitnessltd.co.uk

Service Definitions

- Services on offer:
 - Personal Training
 - <https://www.prolifefitnessltd.co.uk/service/personal-training/>
 - Massage Therapy
 - <https://www.prolifefitnessltd.co.uk/service/massage-therapy/>
 - Life & Motivational Coaching
 - <https://www.prolifefitnessltd.co.uk/service/life-coaching/>
 - Sports Therapy
 - <https://www.prolifefitnessltd.co.uk/service/sports-therapy/>
 - Online Services
 - <https://www.prolifefitnessltd.co.uk/service/exercise-programs-nutrition-advising/>
 - Consultations
- Service Provider
 - Any member of staff administering or providing the service to the client

The Service Provider's Obligations:

- The service providers will use their skills and knowledge to design a safe program to achieve the client's goals.
- The service provider will always be honest and open with you if it is not appropriate for you to have a service provided to you and assist in finding the right solution for you.
- This will take into account: the client's age, health, lifestyle, background, occupation, fitness levels, likes and dislikes related to exercise and personality.
- The service provider will endeavor to educate, motivate and inspire the client to reach the goals set out.
- The service provider will provide the coaching, supervision, advice and support that the client will need to help them achieve their goals during each session.
- Your service provider may require a letter of "medical clearance" from your GP depending on your health status. (Please be aware that your GP may charge for providing this letter).
- Your service provider cannot be held liable in any way for undeclared or unknown medical conditions.
- If your service provider is more than 10 minutes late for your session you will be entitled to a complimentary session, along with any remaining time you still have for your session.

The Client's Obligations:

- Be on time so that the full session can be achieved on each visit.
- If convenient please arrive 10 minutes early to your sessions.
- The client is required to wear appropriate clothing and footwear for the sessions purchased.
 - Clothes should be loose fitting and non-restrictive.
 - Footwear should be comfortable and provide adequate support.
- Commit to the program 100% in order to achieve results and take on the advice their service provider is giving them.
- Provide all information needed to achieve goals.
- If the service provider requires, provide further medical information from a practitioner.
- If there are changes to your health status, the service provider must be informed at your earliest convenience. Failure to disclose changes will be no fault of the service providers.
- If you are more than 15 minutes late, your service provider may choose to cancel the session and you will lose that session and be charged the full amount with no refund of the session.

PLF Services

Training and Treatment of those under 18 years old.

- Any sessions purchased for adolescents or children under the age of 18 years old, need to be accompanied by a parent or guardian. All documentation needs to be filled out with a parent or guardian present, also authenticating that the terms and conditions are understood, and that the information provided about the child is truthful and transparent.

Service Breakdown and Requirements

- Personal Training
 - Physical exercise sessions aimed at improving health and fitness status with clients.
 - There can be delayed onset of muscle soreness (DOMS) post-workouts, these symptoms may be stiffness, soreness, but through healthy rest and recovery these symptoms will pass as part of your recovery process.
- Massage Therapy
 - There are some potential contraindications to having a massage treatment, this will be discussed on your first appointment, or if this occurs later in a course of treatment, then it will be reevaluated, and you will be informed if it is no longer appropriate to continue with your treatment.
 - We are unable to offer treatments during pregnancy.
 - It is normal for you to feel some muscle soreness, aching and bruising as a result of deep manipulative therapy to the soft tissues (skin, muscles, tendons and ligaments) and this will pass as part of the recovery process.
 - We will always be honest and open with you if it is not appropriate for you to have a massage treatment. We will assist you in finding a reliable and credible alternative at all times.
- Life Coaching
 - All conversations are strictly confidential between the coach and client.
 - Information can only be disclosed to a third party, upon official consent being provided by the client for the coach to disclose private details to the third party.



- Online Services
 - Training Plans
 - Plans are written based on the information that the client discloses to the service provider. Any limitations on detail, will inhibit the effectiveness of the program.
 - Any malpractice of the training programs will not be the responsibility of the service providers or Pro Life Fitness LTD.
 - Diet Advice
 - The client must complete a 3-day diet tracker logging all beverages and foods consumed, upon completion to be submitted to the service provider.
 - Upon submission it is estimated to receive feedback within 5-10 working days.
 - Any dietary restrictions must be described in order for the service provider to be aware of the client's needs.
 - Meal Advice
 - Can be provided without a Diet Advice analysis being completed but is recommended.
 - Alternatives are provided based on the client's needs and information.
 - Training & Diet Tracking
 - Information must be submitted to the service providers between Friday and Saturday 18:00 of the week, in order to receive feedback by close of office on Monday of the following week.
 - Failure to submit information on time, will result in no feedback being provided until the following submission window.
 - Any information that is not valid or falsified will result in inaccurate feedback being provided, and is not the fault of the service providers
- Consultations
 - Assistance with finding which services may best suit the client and their needs.
 - Lack of detail provided during the meeting, will limit the accuracy of service recommendations provided.

Payments

Purchasing Sessions and Bookings

- Session purchases can be made on-line at <https://www.prolifefitnessltd.co.uk/booking/>
 - In person purchases can also be made, but session bookings will need to be made all-in-one upon payment.
- Session bookings not made online with our booking system will be subject to approval in person or email from Pro Life Fitness LTD and may experience a 1-3 business day turnover before approval.
- If the session is your first time joining us, then 5 min will be spent completing the Client Information Pack described above.

Payments

- All payments must be made in full via the online system via <https://www.prolifefitnessltd.co.uk/booking/>.
- All payments must be made in full prior to any sessions being undertaken.
- If you require to make the purchase of sessions in person, you will be taken to the on-line booking system and requested to pay via the on-line portal provided to you prior to any sessions.
- With all payments the terms and conditions that apply to your purchase will be provided.

Liability

- We will not be liable for any financial loss or loss of personal possessions, as a result of, or in connection with the provision of services to you. We will not be liable for any damage that may be caused as a result of your failure to disclose medical details that may, for example, make the provision of services inappropriate.
- We will not be liable for any muscle soreness, bruising and discoloration of the skin, following a massage treatment, as this is quite normal (see previous section-suitability).



Refunds, Cancellations and Rescheduling of Sessions

Refunds

- All refunds will be reviewed on a case by case basis, as there is understanding for unforeseen circumstances and situations.

Cancellations

- We will provide you with an email confirmation of the time and date of your appointment. If you do not give an email address or give an incorrect email address when making the appointment booking, you will not receive this email confirmation.
- If your service provider fails to give you 24 hours' prior notice of any cancellation, you will be entitled to the session you missed out on.
- Sessions can be cancelled up to 48 hours (2 days) before your appointment time. This can be made directly via the links providing to you in your notification emails.
 - If you cancel prior to the 48 hour window, then there are no charges for the cancellation.
 - If you cancel within the 24-48 hour window, then 50% of the session will be charged. The remaining 50% will be refunded to you.
 - If you cancel within the 24 hour window, then 100% of the session will be charged. There will be no refund provided to you.
- Any rearranged cancelled sessions will be at a time mutually agreed between you and the service provider.

Rescheduling

- We will provide you with an email confirmation of the time and date of your appointment. If you do not give an email address or give an incorrect email address when making the appointment booking, you will not receive this email confirmation.
- If your service provider fails to give you 24 hours' prior notice of any rescheduling, you will be entitled to the session you missed out on.
- Sessions can be rescheduled up to 48 hours (2 days) before your appointment time. This can be made directly via the links provided to you in your notification emails.
 - If you cancel prior to the 48 hour window, then there are no charges for the cancellation.
 - If you cancel within the 24-48 hour window, then 50% of the session will be charged. The remaining 50% will be refunded to you.
 - If you cancel within the 24 hour window, then 100% of the session will be charged. There will be no refunded provided to you.
- Any rearranged cancelled sessions will be at a time mutually agreed between you and the service provider.

Additional Refund Information

- If for any medical reason you are no longer able to complete any of the remaining sessions, you will be given a refund on any outstanding sessions. We may ask for you to provide proof from your GP, which may cost you to receive.

Clothing

Items

- Please ensure you check the size of the item and the color selection before finalizing your order
- Please ensure you are checking the items that are relevant to you
- Please speak with your service provider, so they can allow you the chance to try on our sample items. That way you can have a better idea of the garment(s) that best suit you.
- Items are to be collected from your service provider. They will be in contact with you via your contact information provided. Please ensure that these are up to date and entered correctly, any errors will result in you not getting contacted by your service provider.
- Please ensure you have read all the relevant information regarding your potential purchase, have consulted the size guides and/or sampled the items if unsure of the correct size for you, as all purchases are non-refundable.

Purchases

- All payments are made via our online platform
- Items must be paid for in full

Refunds

- There are no refund options once you have purchased your items.

CoViD-19 UK Government Guidelines & NHS Test and Trace

Guidelines

- Please note that we operate in accordance with the UK Government Guidelines and in compliance with the NHS Test and Trace.
- For further information please visit the following hyperlink:
<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#sectors-that-this-guidance-applies-to>

Session Guidelines

- Personal Training – clients are welcome to wear any level of PPE that they feel comfortable with, and trainers are compliant if you wish trainers to wear it as well.
- Treatments – clients are to bring their own PPE facemask to all sessions, and should it be forgotten then one will be provided for you.



Key Notes

- Our online booking system is compliant with the NHS Test and Trace requirements
- Data will be held on record for 21 days – COVID-19 incubation period (14 days) and additional 7 days to allow time for testing and tracing.

Contact us regarding any information with our Privacy, GDPR or Terms & Conditions policies:

By email – support@prolifefitnessltd.co.uk