Caroline Kerslake: Complete Fitness and Wellbeing
Terms and Conditions

Terms and Conditions for services provided by Complete Fitness and Wellbeing (CFW)
These terms and conditions will apply to anyone booking Personal Training Sessions, Oncology Personal Training, Oncology Massage, Massage Therapy Treatment, Classes / One to One Session, Online Live Classes, The Complete Fit Monthly Membership, Pre Recorded Classes, Therapeutic, or other advertised services as well as contacting CFW through this website, email or by phone and will constitute acceptance of these terms and conditions.
In these terms and conditions, CFW is Caroline Kerslake and 'the client' is anyone being trained or treated by CFW.

1. Health Screening and Confidentiality.
Prior to your appointment you must complete the relevant Consultation / Informed Consent / Screening forms before any treatment can begin. This enables CFW to ensure that they plan and apply the most suitable exercise session/massage treatment to suit you, based on your health and fitness history and current goals.
All information you give me will be kept in confidence and stored securely. By signing the consultation forms and or Informed consent form you are giving me permission to hold onto this data in accordance with current UK Data Protection Laws.
Your personal details and medical information will not be made available to third parties unless permission to do so is granted by you.

2. Recommendations.
Using my judgment and experience, I will suggest certain exercises and other lifestyle advice that I believe will help you achieve your personal goals, but if at any time you have specific requests please tell me, so I can accommodate them. Your health and wellbeing are ultimately your responsibility. Any advice and treatments provided by CFW are not an alternative to conventional opinion or diagnosis.

3. Referral.
I intend to work with you within the scope of my knowledge and competencies as a qualified Personal Trainer, Oncology Personal Trainer, Oncology Massage and Sports Massage Therapist, and as a Therapeutic Coach. Therefore, when I believe it is in your best interests to see another health professional, I will refer you appropriately or seek further guidance with you permission.
I will have additional information on my website for other professionals that may be relevant for you.

4. Payment

Payment for a session is to be paid in advance via BACS transfer or through the payment link provided when booking online. This may be a one-off payment, a payment for a block of services or setting up a Standing Order.

Invoices will be sent to clients who do not pay for or cancel treatments outside of the cancellation period. Invoices to be paid within 7 days of the date of issue.

Purchased blocks of Personal Training or Massage Therapy session bought are to be used within 6 months of the purchase date.

CFW has a no refund policy.

5. Inappropriate Behaviour

CFW has the right to terminate a personal training session, massage therapy treatment or holistic core restore session or other services face to face or online if you demonstrate inappropriate or sexual behaviour. Payment will not be refunded.

6. Communication.

CFW will endeavour to reply to you within 24 hours during the working week and within 48 hours over the weekend. If I am away, I will advise you.

This applies to communication via: Email, Text, Answer machine / Voice mail message and Social Media Messaging.

7. If CFW cancels or runs late.

Unforeseen circumstances may arise which require our sessions to be rescheduled. In this event the following policy will apply:

• If I am forced to cancel our session within 24 hours, I will make up the session at the next mutually convenient time.

• If I am forced to cancel our session giving you more than 24 hours' notice I will reschedule as soon as possible.

• If I run late in starting our session, I will extend the session time accordingly or make it up at a future date, whichever is most convenient to you.

Your responsibilities to CFW:

If you, (the client) cancel or run late:

- If you cancel your session with less than 24 hours' notice, or fail to show, you will be charged in full for that session.
- If you cancel your session with notice in excess of 24 hours, then the session will be rearranged for a conveniently mutual time.
- If you (the client) are late to a session, I will do my best to get the most out of the remaining time left in the session as I am unable to run over time due to previously arranged client commitments.
- If you choose not to attend a class that is part of a block of classes, you will not be refunded for not attending.

Disclosure of information.

Please disclose all health information as requested through the relevant forms and keep me updated and informed of any changes to your health status. This includes all medical conditions; physical and mental, injuries, allergies, and medication you are taking.
If necessary, you may need to seek clearance from your doctor / health care provider before participation in the exercise programme or massage treatment I recommend.

I acknowledge any exercise plans and treatments provided by CFW should not be used in place of medical guidance given by your health care practitioner. CFW is happy to liaise with your health care practitioner with your permission if you wish.

Accepting potential risks.

Whilst for most people exercise and massage treatment is hugely positive with many health benefits, there remains some risk. If you are in any doubt about your health, you should consult your doctor.
During the Personal Training session or Massage treatment, Exercise Class or in the Therapeutic setting, it is your responsibility to inform your CFW of any changes to your health, if you feel unwell at any time or wish to stop. Remember Your health is your own responsibility

Other terms:

PLEASE NOTE: In the event that you need to reschedule or you are running late for a session, please contact me ASAP by Texting or calling and leaving a message on 0789481 2226
or: Emailing me at caroline@completefit.co.uk not via Facebook or other social media platforms

Client-Trainer Agreement

Being prepared for your session.

To get the most out of your session I recommend the following:

- Have a small snack or light meal two or three hours before your session
- Be sure you are well hydrated and avoid alcohol prior to Personal Training, Online Exercise Classes, Massage Therapy, and Therapeutic Coaching
- If you are feeling unwell before your session please contact me
- Bring a small towel and water bottle to your session for Personal Training
- Wear appropriate clothing and footwear (ask me if you are unsure)
- Be ready at the appointed time

Communication and Commitment

While I can give you the tools and encouragement to reach your goals, ultimately you will need to assume responsibility for making the required changes. I can best help you with this process if you keep me fully informed of any issues that arise for you and if you have any questions or concerns whatsoever, please don't hesitate to voice them with me.

Terms of this agreement the client understands that they are paying CFW for their services as outlined in this agreement. In the event that the client doesn't use the services, the client will still be responsible to make payment for the full initial term as agreed above. CFW will deliver their sessions and advice to the best of their ability and will respect all applicable UK laws and the Exercise Professional / Massage Therapists Code of Conduct at all times. The client agrees to make all payments by the due date.

ACKNOWLEDGEMENT OF THIS AGREEMENT - I have read and understood this agreement. An e-mail copy will be provided to the client within 7 days if you wish or e-mail sent.

Client's Name **Signature** **Date**