



## TERMS AND CONDITIONS

### **Terms and Conditions**

Please read all the terms and conditions carefully if you have any queries before signing to confirm your agreement, do not hesitate to email me at [info@chekin2health.co.uk](mailto:info@chekin2health.co.uk).

To ensure there are no misunderstandings in what I hope continues to be a fruitful and healthy relationship, I would like to draw your attention to the following:

### **Forms and Questionnaires**

All questionnaires and forms must be filled out as accurately as possible and with complete honesty. This is critical as it will assist me in providing you with the results and outcome you are seeking to achieve. Once I have received all your paperwork I will go through it and explain your findings, and then I will give you a detailed overview of the coaching you require. If your paperwork is not filled in correctly or there are sections missing, I will not proceed with any work or coaching, so please make sure to fill out your paperwork as correctly as possible. If you're not sure, please don't hesitate to contact me.

### **For each session**

Bring: A towel and a water bottle and wear loose, comfortable clothing.

I recommend that you arrive at least five minutes before the scheduled appointment time. You will sign for each session. This policy ensures that you can see how many sessions have been completed and avoids any misunderstanding.

### **Mobile Phones.**

Mobile phones are to be turned off or to be put on silent while you are in your session. Please let me know if you are expecting an urgent call, but otherwise no phones are allowed in any of our session(s).

### **PTEnhance.**

All 6 and 12 month packages have a monthly built in cost that allows you to access all your programs and other resources on PTEnhance. If you stop training with me on a 1-1 basis and have progressed to continue training at home and you would like to continue using PTEnhance, then you would simply pay a one-off fee, which would allow you to continue using the system. If you decided that you no longer need any further coaching and you decide to leave, then I would close your account.

If you purchase any other training package, for example a one-off program and 1-1 training sessions, then a one-off fee will be included in the cost.

### **Training Packages.**

If for any reason you wish to discontinue your package with C.H.E.K in2 Health before the 12-month period is complete, we require 30 days written notification of termination. During that 30-day period you will continue to receive your weekly sessions as usual. If you have any surplus sessions, you'll be entitled to use these during the notification period. The next payment I take by direct debit after receipt of your 30-day notification will be your final payment. Please do not cancel your direct debit until after this 30-day notice period. No other person shall be permitted to share your sessions.

### **Cancellation Policy**

If you are cancelling an appointment Tuesday-Friday then you have until 5 pm the day before the appointment to cancel or rearrange a session. If you notify me the same day or after 5 pm the day before the appointment, you will be charged the full rate. For a Monday cancellation, the appointment needs to be cancelled before 1 pm on Saturday. Please contact me on 07775 282272 or email me at [info@chekin2health.co.uk](mailto:info@chekin2health.co.uk). There are no exceptions



made to this policy. If the practitioner cancels within 24 hours your session will be rearranged at no cost.

**Late Arrivals.**

If you arrive late for your session, the session length will be deducted accordingly. You will be charged at the scheduled rate. If you are more than 20 minutes late, the session may be cancelled, and you will be charged for the full session.

**Payment options**

Payment can be made by BACS, or for ongoing packages a monthly direct debit will be arranged. No coaching or training will commence until your first monthly instalment is made. There are no exceptions.

**I'm Sick Should I train?**

If you feel unwell for any reason you are advised not to train at all until fully recovered. If you come into my session and you are not well I will terminate the session and you will be billed for the full session rate. You should give me as much notice as possible, please note the cancellation policy above. There are no exceptions.

**Disclaimer**

It is a matter for clients to satisfy themselves as to their medical and physical condition to adopt the recommendation suggested by C.H.E.K in2 Health practitioner. Notwithstanding your medical or physical condition, no responsibility or liability is accepted for any loss or damage suffered by any person as a result of adopting the recommendations.

I understand that exercise, diet and holistic lifestyle coaching is not intended as diagnosis, prescription, treatment or cure for any disease and is not intended as a substitute for regular medical care. I hereby indemnify C.H.E.K in2 Health Ltd against any claim, cost or damages in respect of any action brought by me or by my personal representatives in respect of the use of equipment or participation in physical exercise at the fitness studio or recommendations made by me the practitioner at C.H.E.K in2 Health.

I \_\_\_\_\_ acknowledge I have read and understood the terms and conditions of the Terms and Conditions

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Print Name and Sign

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Date

Tony Muratori  
CHEK In2 Health Ltd  
7-9 St Georges Street  
Chorley  
PR6 2AA

info@chekin2health.co.uk  
07775 282272



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