

CLIENT AGREEMENT

November 2022

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About

Introduction:

PardaFit is a fitness organisation run in a lady's-only environment. Mothers and daughters can join the lessons together with their female personal trainer. There are many benefits to joining, some of the most prominent being:

- Spending your free time working out whilst bonding with other ladies.
- Having much-needed self-care time while maintaining a busy lifestyle.
- Meeting new friends (online and in the trainer's venue).
- Socialising with other women attending lessons.
- Getting fit and healthy without any restrictions.

You can also exercise without the need for a hijab if you wish to do so, as there is full privacy given for your lessons – this will allow you to stay motivated and be helpful to those who follow a certain faith, for example, ladies who choose to wear a hijab and/or face-coverings.

The services we offer include:

- Personal training (group)
- Pilates
- Zumba
- Diet plans (1-1)
- Yoga instructions (group)
- HIIT and running lessons (group)
- Ladies only swimming lessons (group)

Lessons take place 1-1 or in groups, depending on what service is being offered.

Location, Timing & Age Groups:

Location & Timings:

- Slough at a given venue/ online.
- Timings are not fixed and can be dependent on instructor availability.
- Time slots include mornings, afternoons and evenings.

Age Groups:

- Women and girls aged 16+

How to book:

At PardaFit, there is no long-term contract customers need to sign, rather, bookings are taken on a direct debit basis in blocks of 8 or 12 weeks. Payments are non-refundable and lessons MUST be completed once paid for.

- Bookings are made on PardaFit.co.uk where customers can choose what class they wish to take part in.
- On the website, customers will fill in a form & a health check to check for injuries etc and an emergency contact number before they take part in exercise.
- Once the form is complete, the Client Care Manager (CCM) will contact the customer to organise lessons with their selected trainer.
- The CCM will also arrange payments for customers on a direct debit basis.

Medical:

- Medical conditions must be disclosed to the CCM/ on your sign-up form regarding your health to attend fitness sessions.
- All information received is treated in confidence and with sensitivity.
- If you are injured or unwell, please refrain from exercising and this may make your injury worse, both short-term and long-term.

- If attending our swim lessons: If you have a heavy cold, sinusitis, or an ear infection, you should not be taking part in lessons. Following on from sickness we request you be clear of any symptoms for 48 hours prior to attendance at class.
- If attending our swim lessons: You must not swim if you have had a diarrhoeal illness in the past 14 days, as advised by the NHS.
- If applicable: If a swimmer has broken a limb, requires an operation or has been medically advised to not attend the swimming lesson, then they must not proceed with the swimming lessons until they are medically cleared.
- PardaFit is not in a position to offer refunds due to sudden illness or injury as trainers/ facilities are pre-booked in advance. However, we strongly advise you to refrain from exercising in these conditions.

How lessons are operated:

- PardaFit has recruited a team of Personal trainers, who are fully DBS checked, have Insurance, First Aid trained and specialised in specialised fitness areas.
- You can participate in an online or a venue-based lesson.
- You are entitled to a free consultation with the trainer before the commencement of lessons, to assess your needs and understand the state of your general fitness.
- This will help your personal trainer get an overview of your lifestyle.
- Your chosen trainer would then carry out lessons with you online or face to face at the trainers' venue.

Ethics:

Dress-Code:

- Ensure you wear non-revealing gear.
- This includes covering any tattoos you might have.
- Wear suitable clothing to match your activity (e.g. a suitable swimsuit if swimming).

Online Lessons & Your Privacy:

- If you prefer online lessons, these will take place via Zoom.
- Your Zoom ID and passcode must be kept confidential (this is to prevent anyone who is not supposed to be in the call from entering) to maximise your safety and confidentiality.

Payments:

Summary:

Here at PardaFit, our Client Care Manager (CCM) would discuss more about our programme and available trainers with you, along with taking bookings and payments for lessons. Payments are taken on a direct debit platform called GoCardless.

How Direct Debits work:

- When you set up a Direct Debit on GoCardless, payments recur automatically from your bank account.
- On GoCardless, your bank account becomes a 'Mandate' on our system
- On the Mandate, there is an associated 'subscription' which details the recurring payment e.g., if the payment is a weekly or monthly recurring payment.
- The mandate or subscription can be cancelled by us per your request at any time on GoCardless, or you may cancel this through your bank/ online banking.

If necessary, we may also need to inform you about any outstanding payments which would need to be added as 'one-off' payments to your mandate.

Admin fees and contract:

- We do not charge any additional administration fees.
- The Direct Debit can be cancelled at any time from our side per your request on GoCardless or you may from your side (through your bank/online banking). The only contract means the length of time you have paid and agreed to take sessions with us, which must be attended to and cannot be refunded.

Starting a payment plan:

- Payments would need to be taken in advance, on a 8 or 12 weekly cycle on direct debit.
- The CCM would then ask for your bank details and set up the Direct Debit on GoCardless for you accordingly.
- Payments are set to recur in advance of each month of lessons.

Adding payments:

- A subscription is created on a monthly Direct Debit account for payments of 4 weeks at a time.
- However, there are some months that have 5 weeks and so the extra week would not be accounted for.
- If this occurs, the CCM would inform you that he/ she would need to add an extra payment for that particular week of the month.
- The CCM would also be in contact if a payment fails on subscription.
- In this circumstance, the CCM would inform you that a 'one-off' payment will be added to your mandate to cover the failed payment.

Outstanding lessons:

- If you wish to stop lessons indefinitely, the remaining lessons on payment would be non-refundable and you would be expected to complete those remaining lessons with your trainer. As explained, bookings are taken on a recurring 4 weekly direct debit basis.
- We cannot move any missed lessons forward due to illness, injury, holiday period etc. as trainer/ facilities bookings are made in advance for lessons. We strongly advise however not to attend lessons if ill or injured.

Cancellations:

- Clients are not on any long term contract with PardaFit - weekly bookings of 8 or 12 weeks are taken on a direct debit basis.
- Client places have been reserved which means no one else can take their scheduled lessons' place as we are on limited numbers per session.
- Each lesson takes a lot of preparation even before the session to ensure they are effective.
- This means that if you miss a group lesson class, we are unable to provide refunds or move the lessons forward as we have to book facilities in advance/ as we have to pay the instructors for their time and prior preparation.

Lesson cancellations and refunds:

- It is imperative to attend all lessons - no refunds will be issued for missed lessons.
- If you wish to leave the lessons completely, you must finish lessons on file/paid for as these are non-refundable.

Circumstances when we refund:

- If you cancel the same week and complete all the lessons yet payment has already been processed for the following week, then those are refundable.
- On the rare and highly unlikely occasion if we overcharge on Direct Debit, we will make a full refund to where your payment was taken from.

Claiming refunds:

Contact the client care manager to explain what the refund is for and it would be refunded promptly if appropriate.

Trainer Cancellations:

- If a trainer happens to cancel a lesson, they will arrange an agreed time to catch up with you.
- Refunds will not be issued but the trainer will be responsible for making up the missed lesson with you.

Changes to Terms:

- There are occasions when we may need to make slight changes to our terms and conditions.
- In this case, the CCM will inform you via SMS/ WhatsApp and send you the renewed terms and conditions.