



# HEWITT FITNESS

[www.hewittfitness.co.uk](http://www.hewittfitness.co.uk)

## **Our commitment to our clients**

All treatments or personal training sessions provided by Lee Hewitt Massage Therapy (LHMT) and Hewitt Fitness (HF) will last for the specified duration purchased. i.e., a 60-minute treatment will last 60 minutes.

All clients must complete a consultation form and liability form prior to their initial appointment and will receive a consultation. For Personal Training, a PARQ (Physical Activity Readiness Questionnaire) must be completed.

Appointments will only be conducted if LHMT/HF deems the appointment safe for the client to receive.

GP/Consultant permission may be required before appointments can be provided.

## **Inappropriate Behaviour**

LHMT/HF has the right to terminate a session immediately if the client demonstrates inappropriate or sexual behaviour, or if the client appears to be inebriated or intoxicated.

## **Booking & Payment Policy**

LHMT/HF requires all clients to pay for their appointments in advance and in full, to confirm and secure the booking. If the client does not pay full price for the session beforehand, LHMT/HF reserves the right to offer the appointment to another client.

For personal training sessions purchased in batches, a PT Schedule sheet will be provided, listing each date for the client to sign, every time they arrive until the last session is completed. These packages are non-refundable.

The above booking and payment arrangements may only be waived at LHMT/HF's discretion.

## **Cancellation Policy**

A booking is confirmed once LHMT/HF and the client have both agreed a date, time, duration and location for the session and payment has been made.

If a cancellation is made more than 48 hours before a session, the client will be fully refunded less a 10% cancellation fee or offered the chance to reschedule the appointment within two weeks (where possible) at no extra cost.

If a cancellation is made between 24 and 48 hours before a session, the client will be refunded 50% of the fee paid, less a 10% cancellation fee.

If a cancellation is made within 24 hours, or if the client fails to attend the appointment, no refund will be offered. If the appointment was to be paid for by Gift Certificate (GC), the GC becomes null and void.

All cancellations and refund decisions made by LHMT/HF are final and non-negotiable.

LHMT/HF has the right to cancel a session by giving 24 hours notice.

LHMT/HF has the right to cancel a session without notice if the room or environment is unsuitable for the session to be provided, if the therapist/personal trainer is taken ill.

LHMT/HF has the right to cancel a session without notice, if the client is intoxicated, inebriated, or if the client arrives late for the appointment.

## **Treatment Gift Certificates (GCs)**

GC's can be used as payment towards any available, advertised treatments only.

GCs are only valid for one use and must be presented at the appointment.

If the whole amount of the GC is not used, another GC for the remaining GC sum will be issued.

GCs are only valid up to and including the expiry date.

It is the client's responsibility to ensure the GC is redeemed and the treatment provided before the GC's expiry date.

GC expiry date extensions are at LHMT/HF's discretion. LHMT/HF's decision is final.

Refunds are not available for GCs already paid for and provided.

## **Payment**

LHMT/HF accepts bank transfer (BACS) only.

## **Privacy**

Client treatment/session details will not be discussed with anyone other than the client. unless the client is under the age of 18 or has a care worker or guardian.

Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian.

Consultation and liability forms will be kept on file, securely by LHMT/HF.

By signing the provided forms, clients are giving LHMT/HF permission to hold records and data about them in accordance with our Privacy Policy.

Personal information will not be shared with any third parties.

## **Young Clients**

Clients under the age of 18 (massage) and 16 (PT) must be accompanied by an adult.

The adult must give permission for the session to be performed.

The adult must co-sign the client's consultation form.

The adult must be present in the room throughout the treatment.

## **Complaints Procedure**

If a client wishes to make a complaint about LHMT/HF, this must be emailed to the email address [lee@hewittfitness.co.uk](mailto:lee@hewittfitness.co.uk)

Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.

All complaints will be taken very seriously and a response will be provided within 28 days.

## **Insurance**

LHMT/HF is fully insured by Balens Specialist Insurance, underwritten by Zurich Insurance PLC.