



Booking and Cancellations Policy

Free consultation

All clients are entitled to a free one-hour consultation prior to commencing sessions. Failure to attend this consultation or cancellation with less than 24 hours' notice will mean that should they wish to book another, the standard session price will apply. Cancellations made more than 24 hours in advance are still entitled to the free consultation.

Session charges

- There will be no charge for cancellations made more than 24 hours prior to the appointment.
- Missed sessions, or those cancelled with less than 24 hours' notice will be charged at the full price.
- All standard single PT payment sessions are £25 for one hour (Daytime/Block Booking Available). Shorter/longer sessions can be agreed with your trainer.
- Payment will be made prior to, or immediately after, the booked session. Payment can be made in cash or via BACS to Starling Bank.
- Account No: 66748893 Sort Code: 608371 Account Name: Matthew Parker

Trainer obligations

- Any sessions missed by the trainer will result in the session being rearranged and an additional free session provided by way of compensation.
- Any sessions cancelled by the trainer with less than 24 hours' notice will also be rearranged, and an additional free session given as compensation.

Block bookings

- Block bookings are eligible for a discount from the standard single session charge (see website for details) N.B. Discount not available for BST.
- Payment for all block bookings must be made in full prior to the commencement of the first session.
- You, the client, hereby agree that you will complete all block-booked sessions, and that no credit, partial or full refund will be given unless in exceptional circumstances (at the discretion of the trainer)
- This does not affect your statutory rights and you are entitled to cancel within 14 days of purchase. Any sessions carried out between booking and cancellation will be deducted from your refund at the session rate agreed.

I agree to the terms and conditions laid out in this document.

Name:

Date:

The Strength Shack, 313 Prestbury Road, Cheltenham, GL523DF. Telephone: 07840266777.