



Unique Results Terms and Conditions

Unique Results: Personal Fitness & Development Studio
Units 220 & 221 Waterhouse Business Centre
2 Cromar Way
Chelmsford
Essex
CM1 2QE

Business website www.uniquerresults.co.uk

(1) Pre-Condition to Use

If you (the 'member') access and use our website (www.uniquerresults.co.uk) to book and pay for services you accept and agree to be bound by and comply with these terms (the 'Terms'). If you do not accept the Terms, please do not use the website or our services.

(2) Amendment of Terms

We reserve the right to change our terms and conditions which means you (the 'User') should check them regularly.

(3) Liability Waivers

We do not require any 'Liability Waivers' regarding liability for injuries.

(4) PAR-Q (The Physical Activity Readiness Questionnaire)

If you wish to train with us at Unique Results you must first have completed a full PAR-Q form prior to commencement of your first session (this will be provided). If you answer 'YES' to any of the 7 questions you must then take a 'Permission to Exercise' form (which would be provided to you) to your registered GP and have it completed BEFORE you will be allowed to use any of our services.

(5) Overseas Orders and Payments

We do not accept any overseas orders or payments. All payments will be made and accepted in GBP (£).

(6) Refund and Cancellation Policy

(6.1) Billing Agreement

Unique Results operates on a membership only system and all payments are to be made on a monthly pre-pay basis through our online portal (Mindbody-online) accessed through www.uniquerresults.co.uk. Payments are processed through 'Optimal Payments e-commerce solutions'. Membership Payments will not be accepted through any other channels.

(6.2) Length of Sessions and Appointment Times

Each training session is based on (60 minute) 1 hour workout (unless otherwise stated). To get the most out of our (and your) efforts, please be ready to exercise at the appointment start time. If you are more than 15

minutes late for a scheduled session, it will be considered a no-show and you will lose that session from your monthly allocation.

(6.3) Cancellation Policy

All sessions are arranged on a scheduled appointment basis (including - Private Training, Semi-Private Training & Group Training). In order for effective use of time and fairness to all trainers and members, all members are required to give a minimum of 24 hours notice if canceling an scheduled appointment. This means cancelation should be made at least 24 hours BEFORE the START of the scheduled appointment by calling the studio directly on (01245) 392139. Monday appointments must be cancelled by Saturday. Sessions cancelled inside of 24 hours of the scheduled appointment start time will be lost from your monthly session allocation.

Sessions cancelled with more than 24 hours notice may be rescheduled at the soonest possible convenience.

In the case of holidays (and cancelled sessions) all sessions due in a calendar month (based on membership billing date) must be used within that same month or they will be lost.

No sessions will be carried over to the following month.

(6.4) Refund Policy

Before we begin working with any member they will receive a FREE pre-qualifying phone call to establish their needs and to see if we are a potential fit to work to together.

If we both feel happy to proceed they will be invited for a FREE 30 minute consultation at our studio where we will find out more about their goals and present our range of services.

Both of these appointments are FREE and no-obligation so no refund policy is applicable.

Members sign up for a contract of either 3, 6 or 12 months in duration including their chosen service provision (level of membership). No refunds will be given once membership has been purchased and training has commenced.*

*We do offer a 100% Client Satisfaction (conditional) Guarantee (please see the separate documents 'Unique Results - 100% Client Satisfaction Guarantee' for full details)

If a member chooses to apply this guarantee and meets our conditions and is considered by us to be justified we will refund the 3 months membership fees paid to us and terminate any remaining contract.

That member will not be able to access our services again.