

48

48 hours notice for session cancellation, except in the case of sudden illness or injury. Payment will be taken in the case of other reasons for cancellation.



Arrive 15 mins before your session – late arrival will mean warming up during training time. Sessions cannot be extended beyond the scheduled time.

14

14 days notice for programme changes or cancellations.



Missed sessions are rearranged and only refunded if we can't rearrange in 60 days.



If you have a respiratory infection contact me before coming to the gym for your session.



In general, training 2 or more days a week is required, with a minimum 3 month commitment.



Programmes can be paused if absence is >14 days.



Payment by Direct Debit.

Terms and Conditions – Full Details

Updated 06 May 2022

Late arrival

- Except in the case of your first assessment session, please arrive for your sessions 15 minutes before the scheduled time so that you can perform your warm up thoroughly. This means that (a) we start on time and (b) that you get full value from training and coaching during the session itself.
 - If you aren't warmed up before the session we will have to use session time to warm-up, which will shorten the time we have for training.
 - While I will always strive to be flexible, in event of late arrivals I can't guarantee that we can make the time up at the end of the session. You are of course welcome to finish the session on your own.
-

Cancellations & refunds of sessions & subscription programmes

- All monthly training programme subscriptions & multi-session packages are paid in advance of delivery via Direct Debit. Details of the Direct Debit can be found at the bottom of this document.

Face-to-Face Session Cancellation

- Except in the case of sudden illness, injury or extreme weather, cancellation of face-to-face sessions is non-refundable without **48 hours notice**.
- If you wish to cancel a face-to-face session (with greater than 48 hours notice), in the first instance we will try to **re-schedule the session for a future date within the next 60 days**. Refunds or credit for sessions cancelled with greater than 48 hours notice can only be offered if an alternative date cannot be found within the next **60 days**.
- If I cancel a face-to-face session, in the first instance we will try to **re-schedule the session for a future date within the next 60 days**. Refunds or credit for sessions cancelled can only be offered if an alternative date cannot be found within the next **60 days**.
- Face-to-face session refunds within monthly training programme subscriptions are priced at **£42.50**, and can only be given for cancelled sessions with greater than 48 hours notice, and in the event of failing to find an alternative date within 60 days, as above.
- Face-to-face session refunds for purchased sessions within multi-session packages or consultations are given at the **full advertised price** of the session, and can only be given for cancelled sessions with greater than 48 hours notice, and in the event of failing to find an alternative date within 60 days, as above.
- If you have purchased sessions within multi-session packages or consultations but have not received any services within **14 days post-payment**, you are entitled to a refund for services not yet provided if you cancel within the same 14 days and with 48 hours notice prior to any arranged session. However, if any part of the package (e.g. 1 session out of 5), has been delivered within 14 days of payment, **refunds are only available for the remaining, undelivered services**.
- **Beyond 14 days post-payment**, refunds for cancellation of **entire multi-session packages or consultations is not available**.
- Purchased sessions (multi-session packages or consultations) are redeemable up to, but not beyond **six months after payment**.

Monthly training programme subscription cancellation

- If you have not received any services within **14 days post-payment** you are entitled to a refund if you cancel a monthly training programme subscription within the same 14 days. However, if any part of the service (e.g. the macro plan and first week of your training plan), has been delivered within 14 days of payment, refunds are not available.
- If you are on a monthly training programme subscription that includes weekly or twice-weekly face-to-face sessions (“F2F Pro” or “F2F Max”) you will be normally be assigned a regular weekly time slot for your sessions. If you are assigned a regular slot and cancel **more than two sessions in a one month period** without prior arrangement I will be unable to guarantee your regular weekly time slot in the next month.
- Notice of cancelation or alteration of monthly training programme subscriptions is required **14 days prior** to your monthly subscription date. Without 14 days notice, payment for the next month subscription will be taken, but you will still be entitled to the paid services in the next month if you wish to take it (i.e. the next month’s training programme).
- Subscriptions can be upgraded or downgraded at anytime, provided **14 days notice** is provided.
- If you are on **holiday or away with work** for **14 days or more** and **not training at all**, subscriptions can be **paused**, providing **14 days notice** is provided, and providing there are **not more than two separate 14-day (or more) pauses in a 60 day period**.
- If you are sufficiently **sick or injured** such that you **cannot train at all** for **greater than 14 days**, subscriptions can be paused after 14 days and until you have recovered. I reserve the right to take **up to seven days** to programme for you following recovery.
- If you cancel a monthly training programme subscription without greater than **14 days notice** there will be a **minimum 3-month** period before you are able to start again.
- Due to my waiting list, if you cancel a monthly training programme subscription, irrespective of notice period, I will be **unable to guarantee restarting within 60 days**, nor guarantee keeping your previously arranged regular face-to-face coaching slot.
- Monthly training programme subscriptions **cannot be repeatedly cancelled and restarted** on a month by month basis, except in the case of sudden long-term illness or injury or holiday/work pauses (as above).
- During periods when I am on holiday or unavailable for contact **I will ensure you have training planned and agreed and delivered for the full duration of my absence**. Cancelled sessions during these periods will be rearranged or refunded as described above in [“Face-to-Face Session Cancellation”](#), or your subscription for that month will be altered to reflect the reduced number of face-to-face sessions.
- When beginning face-to-face training for the first time, we will have up to a maximum of **15 face-to-face sessions** without an associated training programme. After **15 sessions**, signing up to a **monthly training programme subscriptions** is required. All training programmes are sold as a monthly subscription, paid via Direct Debit, collected by GoCardless.
- Monthly training programme subscriptions require a **minimum 3-month commitment** to any of my subscription packages (i.e. upgrade or downgrade is possible during the 3 months) when beginning training or when restarting training after a break of 1 month or more.

Training frequency

Long term athletic development requires consistency and commitment. Accordingly, outside of competition or other sport-focused periods* or holidays it is required that you are committed to a **minimum average of two S&C training sessions a week** in order to remain on a monthly training programme subscription.

- If there is a period of a month or more, where average weekly training is below two sessions per week, without prior arrangement,* in the first instance we will try to find a solution, but I reserve the right to cancel your subscription if training frequency does not increase.

*If you are an athlete whose calendar has periods (e.g. competition periods) that reduce the need for high frequency S&C coaching, an individualised programming and pricing structure can be provided, on a case-by-case basis following an assessment of your athletic needs by yourself and your coach(es).

Covid-19 and public health

Covid-19 continues to create unpredictability and safety concerns for coaching and training. Further, respiratory infections of any kind can have a significant impact on my business and my clients.

- In the event of national or local Covid-19 restrictions that lead to closure of gyms I reserve the right to take **up to seven days post-closure** and **post-reopening** to adjust your training programme.
- In the gym, if neither you nor I knowingly have a respiratory infection of any kind, **a face mask is not required, unless mandated by local or national laws.**
- **You are however entitled to ask me to wear a face mask, and I reserve the right to ask you to wear one** if I believe the situation necessitates it.
- If you have **a respiratory infection of any kind** and you have a session booked with me, **please first contact me to discuss.** Options might include session postponement or training with a mask.
- I have a responsibility to protect all my clients from any respiratory infection, a number of whom are at increased health risk from such infections, or who invest significant amounts of time and money in training, or who compete at national and international competitions. **In the event that you arrive for a face-to-face training session with a respiratory infection of any kind, without previously informing me, I reserve the right to cancel the session without refund.**
- If you test positive or have knowingly been exposed to Covid-19 within the last 7 days and you have a session booked with me, you are required to inform me so that we can rearrange your session(s). Due to the knock-on effects of exposure to me, my business, my clients and other gym coaches and athletes, **failure to do so will result in immediate termination of your subscription without refund.**

Gyms

Sam Yarwood Strength and Conditioning is an independent business and is not employed or contracted by any gym or third party provider. I choose to provide my services predominantly from Macclesfield Performance Ltd. Sam Yarwood Strength and Conditioning is not responsible for, nor in control of any policies or practices at Macclesfield Performance Ltd, nor any other training facility.

Direct Debit Details

Direct Debit via GoCardless is my preferred payment method. I think you'll find it easy to pay through GoCardless, and it helps my business too, since it allow me to save hours of time each month managing payments, which I can better spend on coaching.

Unlike with other payment methods, you won't have to remember to make future payments: as soon as your subscription or on-off fee is due, GoCardless collects payment straight from your pre-agreed bank account.

Signing up for a particular subscription or one-off payment to start with doesn't lock you into that subscription - I can alter or pause your subscription month-on-month, with prior agreement (14 days, as described above).

You'll be notified before each payment is taken and your payments are protected, so you're guaranteed a refund if a payment was ever taken in error. Read more on:

[Direct Debit Guarantee \(UK\)](#)

If you have any questions, you can find out more details on the [GoCardless Customer FAQ](#) page, or get in touch with me (sam@samyarwood-strength-conditioning.co.uk | +447891659948)

GoCardless is reliable and reputable - I've used it seamlessly for a while now. It's the UK's leading Direct Debit provider, processing over £5 billion in payments annually for more than 30,000 organisations including Comic Relief, The Guardian and HM Government.