

COACH PENMAN

Terms & Conditions / Waiver

Coach Penman has developed coaching programmes along with Policies and Procedures to protect his reputation and the interests of his clients, coaches & staff.

All members and/or the parents/guardians of members must read and agree to these terms and conditions before activating a membership with us.

All Clients are entitled to the following...

- Stream and view online videos (workouts, tutorials, informative content)
- Access to the Downloadable Online Content
- Regular Trainer Interaction via face-to-face Sessions or Catch-Up Calls (depending on package plan)

All Clients should...

- Ensure they have enough space before participating in any form of physical activity.
- Ensure that they never try any technique, action or exercise that is out with their level of capability.
- Ensure that they do not attempt to try any techniques or exercises that they learn or see on somebody else.
- Ensure that they are fit and healthy before participating in any form of physical activity. If you're not sure, I recommend that you check with a medical professional or your doctor before undergoing a physical training regime.
- Truthfully complete the online client form required to access Coach Penman's programmes (if under 18, a Parent/Guardian should do this on your behalf).
- Ensure your hydration, nutrition and hygiene needs are met and never train if you are unwell or injured.

Membership Terms:

Coach Penman provides very competitive coaching plans that have been developed to meet the needs of all of his clients, in terms of online content access, Trainer contact, online and face-to-face sessions as well as payment options.

Package Options:

Online Package = £99 per month

Offline Package = £149 per month

Please note that for both pricing plans, there is an opportunity to upgrade to have more calls or face-to-face sessions, but these do incur extra charges. Please speak to Coach Penman to find-out more details on how to upgrade.

Coaching plans are charged as an ongoing inclusive service and not just as pay-per-session. Prices have been calculated on the basis that the service is being provided to the client 48 weeks of the year. Payments for the service are spread over the year in 12 monthly instalments. These payments secure clients coaching slots along with ongoing trainer support. Coach Penman takes a two-week break during the summer period and another two-week break over the Christmas and New Year period too. All clients will be given four weeks' notice prior to each of the two-week breaks.

Payments will automatically continue until cancelled by the client. Once payments are cancelled, the service will no longer be provided with immediate effect.

Clients are required to give at least 4 hours of prior notice if they wish to cancel a scheduled session or catch-up call. Coach Penman will attempt to reschedule at a time that is suitable, where possible, but if unable to do so successfully then the session will be charged in full and counted as completed as per the originally agreed scheduled time slot.

If following cancellation, you wish to reinstate your coaching plan, you will be required to sign-up to one of our packages again. Any missed payments may result in additional charges from the Direct Debit company/your bank and refused access to the Client's Area of www.coachpenman.com

All Coach Penman members will benefit from:

- Stream and view online videos (workouts, tutorials, informative content)
- Access to the Downloadable Online Content
- Regular Trainer Interaction via face-to-face Sessions or Catch-Up Calls (depending on package plan)

Queries and Complaints Procedure:

Coach Penman operates a strict query and complaints procedure to ensure that these are dealt with professionally and in a timely manner. Should members have any queries or official complaints, please email ross@coachpenman.com and this will be dealt with within 7 working days.

By completing the online registration process, you are confirming that you have read and agree to Coach Penman's Terms & Conditions stated in this document and that you understand the penalties and consequences should procedures or terms and conditions be broken or un-adhered to.

Waiver:

I, the client, fully understand and agree to the Coach Penman Terms and Conditions stated in this document. I'm aware that any advice or teachings that I view or receive is followed with my or my parent's/guardians full consent and understand that there is an element of risk of injury involved in participating in physical activity, such physical fitness and following/viewing the training programmes (both online and offline), tutorials and advice. I will not hold Coach Penman and/or any of its coaches or employees accountable or responsible if any injuries or illnesses were to occur from following the plans and advice included in the coaching programmes.

Coach Penman always recommends that participants should check with a medical professional or their Doctor before undergoing any form of physical activity regime and that you should never try anything out with the range of your level of ability. If participants have any existing medical conditions or injuries, they need to make it known to Coach Penman before undergoing a training programme.

Thank you!

Coach Penman