



## **Terms of Booking** **Group Fitness**

### **Definitions.**

1. 'The company' refers to LM Fitness. Telephone 07544 946139. Email – ([lesley@lmfitness.info](mailto:lesley@lmfitness.info)), website – [www.lmfitness.info](http://www.lmfitness.info)
2. 'Instructor' refers to Lesley Morrison, or any other qualified fitness professional in the direct employ of the company.

### **Before attending any classes.**

3. 'Classes' refers to any exercise session organised and instructed by Lesley Morrison or qualified employees of the company.
4. 'Venue' refers to any location that has been hired, or used by Lesley Morrison or qualified employees of the company, for the express purpose of exercise instruction.

### **Booking Classes.**

5. Classes may be booked online via BOOKWHEN, at <https://v1.bookwhen.com/lmfitness1>. In order to use this service you will be required to enter your name & email address in order to complete this process.
6. Classes may be booked via telephone on 07544 946139. (see Payment Terms)
7. Classes may be booked via text to 07544 946139
8. Booking can be made via email at [lesley@lmfitness.info](mailto:lesley@lmfitness.info) (see Payment Terms)

### **Payment Terms.**

11. Bookings made online **MUST** be paid for at the time of booking. The BOOKWHEN System is set up to take secure payments using Paypal.
12. Bookings made via email will be booked in using the BOOKWHEN system, and a confirmation email with the Paypal link will be sent, **PAYMENT MUST** be made prior to class. Telephone bookings must be paid for at the start of the first session booked or alternatively an email can be sent containing the paypal link for the class. (see Cancellations and Refunds)

### **Cancellations and Refunds.**

13. If the company or Instructor has to cancel a class or classes they will attempt to contact all booked clients as soon as reasonably possible. All booked in clients will be offered the opportunity transfer that booking to a future class.
14. No refunds will be issued to any client who fails to attend a booked class without giving the company or the instructor at least 24 hours notice before the start of the class.
15. Clients wishing to cancel a booked class may do so via the BOOKWHEN website ( <https://v1.bookwhen.com/lmfitness1>) and the class will be removed from their bookings list.
16. Clients may also cancel a booking via telephone (07544 946139), or email ([lesley@lmfitness.info](mailto:lesley@lmfitness.info)) at least 24 hours before the start of the booked class.
16. Any client who books via telephone call or email who fails to provide 24 hours notice from the start of a class for a cancellation on more than 2 occasions, will have their right to book in advance via telephone call or email withdrawn. Bookings will not be confirmed, giving others the opportunity to book your space.
17. Payment for all classes not previously paid for online **MUST** be made before the class begins and not at the end of the class. Any client who books via telephone call/text or email and fails to pay for the class when they arrive at the booked class will not be able to participate in the class.
18. All internet refunds will be made to the service that the initial payment was made from, there will be no cash refunds for card purchases.

### **Health Questionnaire**

20. Before attending their first class all clients **MUST** fill out the health questionnaire at which can be downloaded from the BOOKWHEN site at the time of booking. Failure to do so will result in your

instructor not allowing you to participate in the class. Print and complete this form and either scan and email it to [lesley@lmfitness.info](mailto:lesley@lmfitness.info) or bring it to your first booked class with you.

### **Care of Equipment**

21. When using any LM Fitness equipment, please be mindful that others use this equipment too. Please refrain from mistreating equipment during classes.
22. If using floor mats, when finishing your class, please ensure they are rolled and placed back in their storage bag/s correctly, and where possible spray the provided disinfectant on the mats to avoid the spread of germs.
23. If using Boxing gloves, please spray the provided disinfectant into the gloves before putting them away in to the correct boxes tidily.
24. If using Boxing hand wraps, please place them neatly into the provided bag to be cleaned.
25. When using Pilates resistance bands, rings, bricks or balls, please place them away neatly.
26. If during your class you notice any damage to equipment, please notify your instructor either as soon as possible, or at the end of the class so the item can be removed from use and replaced.

### **Performance of Exercise**

27. Please ensure for your own safety, that you perform the exercises in class as demonstrated by your instructor. ALL exercises can injure you if performed incorrectly or with negligence. Please look after your own bodies.