



Terms and conditions

We have a few basic terms that you must read and agree with to ensure that you have a firm understanding of our expectations and also what you can expect from us:

1. I understand that Creating Chaos operates on payment terms of 14 days starting from the very first session. Bookings will not be confirmed until my agreement to these terms has been received by my instructor.
2. I understand that once I have agreed to the most appropriate training term / service for me, my agreement must be received before the sessions / service commences. I understand that failure to make a payment will result in my lessons being forfeit.
3. I understand that all pre-paid block courses have a completion date. Outstanding sessions will only be carried over the completion date at the discretion of my trainer if circumstances warrant this.
4. I understand that I must contact my instructor directly to cancel or re-arrange booked sessions. I understand that if I need to cancel an appointment, I will need to contact my instructor within 24 hours of our appointment time. Cancellations made with less than 24 hours notice will incur full charge. I understand that cancellations for pre-paid block sessions and packages which have already begun, will incur a 25% charge for any outstanding appointments to cover the administrative time spent on programme development.
5. I understand all sessions will be planned and will begin at pre-specified times, starting and finishing on time. I also understand that my instructor will not be able to compensate for me being late. However, if my instructor is late for the appointment, I will still receive the full appointment time or have the outstanding time added to another session.
6. I understand the results of any training programme or coaching cannot be guaranteed and my progress depends on my effort and cooperation in and outside of the sessions. In particular, I acknowledge that individual results may vary and no particular result is guaranteed by my instructor / coach.
7. I understand that there are inherent risks in participating in a programme of strenuous exercise. If I sustain or claim to sustain any injury while participating in the fitness programme, I acknowledge that I am responsible, except where the injury was caused by the gross negligence or intentional act of my instructor / coach.
8. I understand that if payment is not made within 30 days, there will be a late payment charge of £40, which will increase with further delay in payment at the discretion of Creating Chaos.
9. I understand that in the unlikely event of my instructor being unable to conduct my training, I can have my pre-booked sessions transferred to another similar instructor who agrees to take over the programme or I can request a full refund for my existing instructor for any unfulfilled sessions.
10. I understand that my group instructor is not an employee of Creating Chaos Ltd and is a self-employed freelance instructor. I acknowledge that in engaging the instructors services, I am entering into a contract with him / her and this applies to any further services.
11. When techniques are instructed and coached, I will try my best to listen and act on all teaching points. They are given for my safety and to make the exercises as effective as possible.

Signature: _____

Date: _____