

Q. What is a Personal Programme (PP)?

'A personal programme is an 8-week fitness plan that details the physical exercises an individual should perform in order to reach their fitness goals, the amount of time that they should spend on each exercise and the progression throughout the programme period. Each programme is tailored specifically to the individuals' goals, needs and experience.'

1. Each gym member is entitled to 1 (ONE) FREE 8-week PP every 12 months when a minimum of a 1-month (peak or off peak) membership is purchased.
2. The Personal Programme should not exceed an 8-week period.
3. Clients should fully complete a lifestyle questionnaire providing sufficient detail in each relevant section to allow the instructor to plan the programme prior to the 1-hour gym session.
4. Sessions must not exceed the 1-hour allocated time slot.
5. The 1-hour PP appointment is used for the fitness instructor to demonstrate all exercises within the programme to the client. This session is not to be used for personal training or for any other purpose.
6. Clients are to be ready to begin each appointment at the scheduled time. Appointments will not be extended for late arrivals. Clients who arrive late should expect to train for the remainder of their originally scheduled time. You will be charged for the appointment.
7. Clients who arrive more than 15 minutes late will result in their appointment being cancelled and lost; in which case no refund will be given.
8. Clients are expected to be prepared for all personal programme appointments by wearing suitable workout attire and footwear. Clients should be physically prepared for all exercise, which includes suitable hydration and nutrition. We are not able to reschedule a workout session due to inadequate preparation.
9. Additional PP's that follow the complimentary personal programme are charged at a rate of £12.00.
10. All payments must be made in advance and in full, either in person at the front desk or by phone on 01522 542429.
11. Appointments must not be confirmed and/or undertaken without payment.
12. Personal programme appointments will expire 12-months from the date of purchase.
13. All personal programme sessions are subject to our [48-hour cancellation policy](#). Appointments must be cancelled at least 48 hours in advance by contacting the reception team on 01522 886688 or visiting the reception desk. A missed appointment or failure to notify the team of a cancellation will result in the appointment being charged and lost.
14. Any rearranged cancelled appointments will be at a time mutually agreed between the fitness instructor and the client.
15. Fitness instructors should not prescribe treatment or diagnose medical conditions. They may at any time ask the client to consult with their GP should any medical condition arise.
16. Only fitness instructors employed by the University of Lincoln are permitted to conduct personal programmes within our facilities, whilst on shift and following correct procedure.
17. All personal programme appointments are to be held in the Health & Fitness Suite at the University of Lincoln Sports Centre.