

## Q. What is Personal Training (PT)?

***'Personal training provides the client with structured, tailored and motivating 1 to 1 guidance to help them achieve their specific fitness goals. Qualified personal trainers will guide clients through each session from start to finish providing expert advice, information and support to the customer. Personal training is a great way to bring variety, progression and increased intensity to your training.'***

1. Clients who purchase a block of 6 personal training (PT) sessions will receive one full fitness assessment consultation included. The full assessment will be conducted prior to the first training session. Please note, this assessment does not count as one of the six PT sessions.
2. Full and/or partial refunds may be given for medical reasons and will require a doctor's note or for reasonable extenuating circumstances.
3. Any other refunds are entirely at the discretion of the Sport and Fitness Centre Manager.
4. Clients should fully complete a lifestyle questionnaire providing sufficient detail in each relevant section to allow the instructor to adequately prepare.
5. Personal Training sessions will expire 12-months from the date of purchase, after which time any unused sessions will be lost and no refund will be given. This is to ensure we deliver all the required sessions to enable clients to achieve their fitness goals.
6. Clients should 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 appointment time. The session will be charged.
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 training sessions (including consultations) 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. All payments must be made in advance and in full, either in person at the reception desk, by phone on 01522 542429 or [online](https://store.lincoln.ac.uk/) at <https://store.lincoln.ac.uk/>
10. Appointments must not be confirmed and/or undertaken without payment.
11. All personal training 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 in person by 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.
12. Any rearranged cancelled appointments will be at a time mutually agreed between the personal trainer and the client.
13. Personal Trainers 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.
14. In the instance where a personal trainer leaves the University of Lincoln Sports Centre, no refund will be given, and the client will be assigned another personal trainer by the Health, Fitness and Wellbeing Manager.
15. Only personal trainers employed by the University of Lincoln are permitted to conduct personal training within our facilities, whilst on shift and following correct procedure.
16. All personal training appointments are to be held in the Health & Fitness Suite at the University of Lincoln Sports Centre.