

## **General Terms and Conditions (GTC)**

All services offered by Ivone Personal Fitness Training are subject to the General Terms and Conditions (GTC) as long as they are not amended or complemented by a written agreement.

### **1. General provisions**

The services of Ivone Personal Fitness Training serve the promotion of health as well as the increase in performance and shall not be regarded as therapy.

### **2. Prices and terms of payment**

For a subscription, the full amount has to be paid in advance or within 14 days of receipt of invoice.

One-on-one trainings have to be paid in cash and in advance on the day of training. Ivone Personal Fitness Training deserve the right to rise prices anytime when justified (except for sessions that have already been paid for).

10 Training-Subscription 3 months validity

20 Training- Subscription 6 months validity

### **3. Liability and insurance**

Liability of damages of any kind, which may have been the result of any personal training, is exempt. The client shall be responsible for their insurance.

### **4. Conclusion of contract**

The GTC of Ivone Personal Fitness Training are recognised and accepted by filling in and signing the form "My Fitness Profile".

### **5. Cancellation of appointments**

The client has the right to withdraw a booked training session up to 24 hours before its beginning at no charge. Otherwise the training will be fully charged. In urgent cases, Ivone Personal Fitness Training reserves the right to cancel appointments at short notice. The appointment begins at the agreed time. Late arrivals cannot be made up for and are forfeited. In case of a delay of more than 15 minutes, the coach is not obliged anymore to hold the session. It will be fully charged even if it does not take place anymore.

### **6. Substitute coaches**

During absence in holidays or sickness, a substitute coach shall carry out the training, if the customer wishes. The customer can request a training programme for the designated time.

### **7. Regulation of time stop**

In case of an inability of training, which is attested by a medical certificate and due to an accident or sickness, pregnancy, military service or civilian service, the customer can apply for a time stop. On producing evidence of one of the above-mentioned cases, each customer has the right of interruption of contract and therefore the trainings can be carried out at a later stage or they can be transferred to another person.

### **8. Cancellation / Refund of money for the subscription**

In general, no training sessions can be refunded from current or expired subscriptions.

## **9. Image rights**

By signing up, the participant allows Ivone Personal Fitness Training to take pictures and record videos during the training and they may freely use the pictures for purposes of marketing in relation to Ivone Personal Fitness Training.

## **10. Health**

The prerequisite for the participation in a session is a voluntary decision. If your doctor advises you against it, you should follow the advice. Right at the beginning, you need to fill in a health questionnaire with your health details and your objectives, as it is the basis for the training methods. This is obligatory for protection.

Should health risks occur or already exist, the coach may decide whether to continue or begin the training (subject to the decision of the doctor).

## **11. Training**

The success of the training or the achievement of an objective respectively cannot be guaranteed. It is the objective to improve body functions. In a training programme, the intensity is continuously increased.

Pain, for example in ligaments, limbs or muscles (e.g. sore muscle), can occur in particular after the first training sessions.