

## Terms and Conditions of Personal Training Service

- 1) The planning of the content of the service takes place between the customer and personal trainer during the provision of the service.
- 2) The customer is responsible for ensuring that he or she is in a sufficiently good state of health to be able to train without risk.
- 3) If the customer is prevented from keeping the appointment, he or she should cancel it at least 24 hours earlier. Otherwise, the appointment shall be considered as having been kept. After the expiry of the booking period, the payment obligation shall be waived only if the customer can present a valid certificate (e.g. a medical certificate) of what prevented him or her from using the service.
- 4) If the personal trainer is prevented from arriving at the appointment, he or she must notify the customer of the cancellation no later than the morning of the agreed training session.
- 5) If the customer is late for the appointment, the time left of the service will be used as scheduled. The lost time shall not be credited.
- 6) UniSport reserves the right to assign a new personal trainer to the customer if the agreed personal trainer is no longer available.
- 7) The customer must have a valid seasonal training card or a single-visit ticket to any training sessions performed in the UniSport sports facilities. This does not apply, for example, to appointments used for nutrition guidance. No training card or single-visit fee is required if the appointment is for preparing an individual training programme or for PT Demo service.
- 8) The personal trainer contacts the customer at least once (1) a week or at intervals agreed with the customer (phone call, email, SMS).
- 9) The customer has the right to contact the personal trainer twice (2) a week as agreed with the PT (phone call, email, SMS). In addition, the customer and the PT may contact each other as needed when rescheduling appointments or in case of illness.
- 10) When training in any facilities outside UniSport, the customer shall pay both his or her own and the personal trainer's access fees.
- 11) The packages with three or six appointments must be used up within three (3) months of the purchase date of the package (except in case of illness, for which a medical certificate must be provided).
- 12) The packages with 10 appointments must be used up within six (6) months, and the packages with 20 or 30 appointments must be used up within 12 months of the purchase date of the package (except in case of illness, for which a medical certificate must be provided).

- 13) Single-appointment services, the Training Programme and PT Demo, must be used within two (2) months of purchasing the service.
- 14) In PT Duo training, the appointment is considered to have been kept if even one of the customers is present.
- 15) In PT Duo training, the personal trainer prepares the customers a joint training programme, which means that the customers must have similar goals and starting points.