

DRIVE FITNESS

Coaching Terms & Cancellation Policy

Plain English version: I'll turn up, coach you properly and treat you fairly. In return, I ask you to respect booked time and the commitment you've made to your programme.

1. Your coaching programme

DRIVE Fitness transformation coaching is a structured 12-week programme. Depending on the package you choose, it may include face-to-face sessions, remote coaching, an individual programme, nutrition and lifestyle guidance, accountability, progress tracking and regular check-ins. The programme is coaching-led and is not simply the purchase of individual personal-training appointments.

2. Payments and ending your programme

Where your programme is paid monthly, each payment covers a monthly coaching period beginning on your agreed payment/start date. Once your programme has started, you may choose to end it by giving DRIVE Fitness written notice. You remain responsible for payment for the remainder of the monthly coaching period that has already begun, but you will not be charged for later monthly periods after your cancellation takes effect. You may continue to use the coaching and sessions included in the paid period until that period ends.

This rule does not remove or restrict any statutory consumer cancellation or refund rights that apply to you.

3. Cancelling or rearranging a booked session

Please give at least 24 hours' notice if you need to cancel or rearrange a booked face-to-face session. With at least 24 hours' notice, I will normally rearrange the session subject to availability. A cancellation with less than 24 hours' notice, or a no-show, will normally result in that session being treated as used.

Genuine emergencies and exceptional circumstances will be considered reasonably and at my discretion. The aim is to protect booked coaching time, not punish people when life genuinely goes wrong.

4. If you are late

If you arrive late, I will do my best to make useful use of the remaining time, but the session will normally finish at its original scheduled time so that later clients are not affected.

5. If DRIVE Fitness has to cancel

If I need to cancel or rearrange a session, you will not lose that session. We will arrange another suitable time. If I cannot provide coaching for a prolonged period, we will agree an appropriate pause, rearrangement or refund for services that cannot be provided.

6. Programme pauses

If illness, injury or a significant personal circumstance temporarily prevents you from participating, a programme may be paused for up to four weeks where appropriate and agreed with DRIVE Fitness. Longer pauses can be considered individually. A pause is not automatic and should be agreed as soon as reasonably possible.

7. Your responsibilities

You are responsible for providing accurate information that may affect your ability to exercise safely, following reasonable coaching guidance, and telling me if your circumstances change. Results cannot be guaranteed: progress depends on factors including attendance, effort, nutrition, activity, recovery and consistency. DRIVE

Fitness coaching does not replace medical diagnosis or treatment.

8. Remote coaching and check-ins

Remote clients are responsible for completing agreed check-ins and providing the information needed for useful feedback. A missed check-in does not normally create a refund or credit, although I will make reasonable efforts to keep you engaged with the programme.

9. 14-day cancellation right for distance and off-premises contracts

Where UK consumer law gives you a statutory right to cancel a distance or off-premises service contract, the normal cancellation period is 14 days after the day the contract is entered into. You do not need to give a reason.

If you ask DRIVE Fitness to begin providing coaching during that 14-day cancellation period, I will ask you to make an express request for the service to begin. If you then exercise a statutory right to cancel during the cancellation period, you may be required to pay a proportionate amount for services supplied up to the time you cancel, where the law permits this.

If the service has been fully performed during the cancellation period following your express request to begin early and your acknowledgement that the cancellation right will be lost once the service is fully performed, the statutory cancellation right may end at that point.

Nothing in these terms is intended to exclude or limit rights that cannot lawfully be excluded.

10. How to cancel

To cancel your coaching programme or exercise a statutory cancellation right, send a clear written statement that you wish to cancel. Email is acceptable. You do not need to use any particular wording, provided your decision is clear.

Email: hello@drive-fitness.co.uk

Telephone: 07939 623 626

11. Changes and fairness

These terms are intended to set clear expectations while allowing reasonable flexibility where genuine circumstances arise. Any individual arrangement agreed between you and DRIVE Fitness should be confirmed in writing. Your statutory rights are unaffected.

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This document is intended as clear business terms for DRIVE Fitness coaching and should be read alongside any package-specific information supplied to you.