



## **Train gym group session members handbook**

Welcome to Train! We are excited to have you as a member and know you are going to enjoy our sessions and make some amazing progress with us. This handbook outlines our policies, expectations, and procedures to ensure a safe, respectful, and well-organised training environment. By attending classes or holding a membership, you agree to the terms outlined below. We look forward to seeing you in our sessions!

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### **1. Bookings**

- Class bookings open 30 days in advance for membership holders.
  - Members may book classes up to 1 hour before the scheduled start time, subject to availability.
  - All bookings are made on a first-come, first-served basis via the booking system.
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### **2. Cancellations & Reschedules**

- Cancellations & reschedules must be made at least 3 hours prior to the class start time.
  - Cancellations made within 3 hours of the session start time will result in the session being lost.
  - Failure to attend a booked class (no-show) also results in the session being lost.
  - Repeated failure to attend without notice may result in any future bookings you have being cancelled to allow fair opportunity for other members book sessions.
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### **3. Waitlists**

- If a class is full, clients may add themselves to the waitlist via the spaces app.
- Clients on the waitlist will be notified via the spaces app when a place becomes available.
- Clients must ensure booking app notifications are enabled on their device in order to receive notification if a place becomes available.
- Waitlist spaces are offered to the first person on the waitlist for 30 minutes exclusively before opening to the second person for a further 30 minutes and finally the third person if the slot is still available at that point in time.

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#### **4. Client Responsibility**

- All bookings, cancellations, and reschedules are the responsibility of the client.
- Clients must manage their bookings through the “My Bookings” page on the website.
- The gym is unable to make changes to bookings on behalf of clients.
- Clients are responsible for ensuring contact details, payment details and notification settings are accurate and up to date.

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#### **5. Memberships**

- Memberships run on a monthly recurring basis.
- Each membership includes a set number of sessions per month, determined by the level of membership purchased.
- Unused sessions do not roll over upon renewal of membership.
- Sessions are non-transferable.
- Missed sessions due to late cancellations or no-shows will still be deducted.
- Memberships are the responsibility of the client to manage and can be managed from the “my subscriptions” page on the website.
- Membership suspensions may be granted only upon request and at the sole discretion of the gym owner (in the event of long term illness or injury).
- There are strictly no refunds for unused sessions, missed classes, or memberships.
- Fees will continue according to the agreed billing cycle unless cancelled by either the member or the gym.
- There is no minimum term for our memberships and they may be cancelled at any point in time by either the member or the gym.

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## **6. Client Expectations**

- Please arrive at the scheduled start time of your session; avoid arriving significantly early or late to minimise disruptions of other sessions.
- If you arrive early and there is a session still in progress we politely ask you to wait for the start time of your booked session before beginning to use any of the equipment to avoid disruption to the currently running session.
- If you arrive late you are still expected to complete the full warm up to ensure you are ready to exercise safely and join the session at the point of which the coach directs you to do so.
- Wear appropriate gym attire, including suitable footwear.
- Be respectful and mindful of other clients and our coaches.
- Follow coach instructions carefully to ensure safety and correct use of equipment.
- Please avoid attending sessions if you are unwell or experiencing symptoms of illness to avoid the spread of illness to other members and coaches.
- Store personal belongings in designated areas and off the gym floor.
- Use equipment appropriately and return it to its place when no longer in use.

Failure to adhere may result in removal from a session, with the session still counted as used.

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## **7. Physical Health & Readiness**

- Clients are responsible for ensuring they are physically fit and medically able to participate.
- Consult a medical professional before commencing exercise if you have pre-existing conditions, injuries, or are pregnant.
- Inform coaches of any injuries, medical conditions, or limitations prior to sessions.
- Exercise within your limits and stop if experiencing pain, dizziness, or discomfort outside of what you would typically associate with intense exercise.
- Coaches may modify or restrict participation for safety reasons.

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## **8. Liability**

- Participation is at the client's own risk.
- Coaches and session structure are designed to minimise risk, but injury can still occur despite precautions.
- Inherent risks of physical exercise cannot be completely eliminated.
- The gym, owner, and coaches are not liable for injury, loss, or damage, except where liability cannot be excluded under UK law.
- Clients are responsible for the safekeeping of personal belongings.
- The gym maintains public liability and professional indemnity insurance in line with industry standards.

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## **9. Exceptions & Discretion**

- Exceptions may be made at management's discretion for emergencies or unforeseen circumstances.
- The gym reserves the right to update or amend this handbook at any time. Members will be notified of significant changes.

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## **10. Acknowledgment**

By booking classes, joining waitlists, or holding a membership, clients confirm they have read, understood, and agree to the policies outlined in this handbook.

## **Acknowledgment & Signatures**

By signing below, the client confirms they have read, understood, and agree to the policies outlined in this handbook.

### **Client Confirmation – Tick Boxes**

- I have read and understood the **Bookings, Cancellations, and Waitlist** policies.
  - I have read and understood the **Membership** policies, including no refunds.
  - I have read and understood the **Client Expectations** and agree to comply.
  - I have read and understood the **Physical Health & Readiness** section.
  - I have read and understood the **Liability** section and acknowledge the inherent risks of exercise.
  - I agree to abide by all policies in this handbook.
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### **Client Signature**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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### **Staff Acknowledgment**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_