



Terms of Business

Contact details (please see below)

- If you wish to cancel a booking then please give 24 hours days' notice or you may still be charged. We will make every effort to re-arrange your cancelled booking to a mutually convenient time.
- If I need to cancel a booking then I will give you a minimum of 24 hours' notice and offer you an alternative session for a mutually convenient time, if desired.
- If you no longer require the service you may cancel giving 2 weeks' notice in person / by telephone / in writing
- If I am no longer able to provide the service then I will give you 2 weeks' notice in person / by telephone / in writing
- Details of other Personal Assistants/service providers covering your area can be found by contacting Health and Social Care Connect on 0345 60 80 191 or through the online directory at www.eastsussex.gov.uk/supportwithconfidence
- Services may be withdrawn immediately in exceptional circumstances such as verbal and / or physical abuse or health and safety issues.
- I will invoice you every month, if paying per session and every 6 weeks if paying for block sessions, in advance and payment will be required within 30 days. I accept the following methods of payment BACS, cheque or cash
- If you have a complaint about the service you are receiving from me, please contact me, in the first instance, in order to give me the opportunity to resolve this or **East Sussex County Council Support with Confidence Team on 01323 463440.**
- A complaints procedure is enclosed.

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