



Terms and Conditions

Signing up to participate in the Mum.O.T. under the instruction of **Radiate Fitness** is completely voluntary.

Radiate Fitness agrees to advise, instruct, assist and train clients to help them become healthy and happier.

A large portion of success will be based on the effort and commitment of the client to follow advice, make changes to their lifestyle, and their attitude towards health and fitness. Unfortunately Radiate Fitness cannot guarantee results, but the willingness of the client to work hard will improve the likely opportunity of success.

Radiate Fitness therefore provide no warranties of any kind, expressed or implied, as to:

- the effectiveness any exercises or techniques, nutritional advice or programmes that we deliver; or
- the results that may be achieved through following our advice and programs.

Clients must read, understand and answer honestly the questions on the Mum.O.T. Snapshot assessment. This will be the basis for any guidance given.

After receiving your details I'll be in touch within 48 HOURS to arrange our Mum.O.T consultation. Information will be gathered primarily through asking you to complete a health and lifestyle questionnaire. You must ensure that the details provided by you are correct and complete. Please inform me immediately if there are any changes to the information that you provide when signing up including contact details to ensure I can communicate with you effectively.

Medical

Radiate Fitness Coaches are not qualified doctors or nutritionists. They are qualified Personal Trainers and Nutrition and Weight Management Advisors. Therefore it is recommended that before commencing any fitness or nutrition programme that you consult your doctor and/or registered nutritionist first. If initial health questionnaires raise concerns, consent to exercise must be sought from your GP.

Please note: if you suffer from any of the following conditions:

- A heart condition
- High blood pressure
- Loss of balance due to dizziness
- Loss of consciousness in the past 12 months



- Any chronic medical condition or are taking medication for a chronic medical condition (including Arthritis, Osteoporosis, Back problems, Cancer, Heart or Cardiovascular conditions, Metabolic conditions, Diabetes, Alzheimer's, Dementia, Depression, Anxiety disorder, Eating disorder, Psychotic disorder, Intellectual disability, Down Syndrome, Respiratory diseases, Spinal Chord injury, Stroke, epilepsy, neurological conditions, kidney problems)
- Are currently injured or have been in the past 12 months that can be made worse through physical activity

Radiate Fitness will need a note from your doctor confirming that you can safely take part in the programme.

Until then, unfortunately we won't be able to take you on as a client for safety reasons.

The Mum.O.T Session- what to expect

Our session will be a one to one 30-minute consultation over video or on the phone. This is nothing to worry about! Think of it as a cosy chat with a cuppa!

It will give your coach the chance to get to know you a bit better and allow us to review the information you provided on your health and happiness snapshot. This is not a judgement! Purely a way to see where you are now, to help set your 5 point plan and set you up for success!

Following this consultation, you will receive your 5 point plan for health and happiness for you to implement at home!

Radiate Fitness-Here for you

Our coaches are available via instagram or email- amanda@radiatefitness.co.uk if you have any questions or need a motivational boost! However, the working week is generally Monday to Friday therefore interactions during the weekend will be limited and cannot be guaranteed.

Late / No-Show / Cancellation Agreement

Radiate Fitness' main goal is to provide the best possible service to clients.

Radiate Fitness works on an appointment based schedule to allow you the time required to help you thrive. Please be on time for your consultation. If you are late for a session it will still end at the scheduled time. If you are more than 15 minutes late for the session, it will be considered a no-show. No refund will be given and your session will not be rearranged.

Due to this, it is important that you give sufficient notice if you need to cancel or reschedule your consultation. This should be done at least 24 hours before the scheduled time. Failure to



cancel within this time will be treated as a no show. Please contact amanda@radiatefitness.co.uk if you need to reschedule.

Refund Policy

Radiate Fitness does not offer any refunds. If you are not satisfied with our services, you may cancel future subscriptions via email, through the website or choose not to renew your packages.

Data:

In order to take part in the Mum.O.T. we will need to collect a range of information to create your personalised plan. In short:

Do we process any sensitive personal information? We may process sensitive personal information when necessary with your consent or as otherwise permitted by applicable law. Learn more about [sensitive information we process](#).

Do we receive any information from third parties? We do not receive any information from third parties.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. Learn more about [how we process your information](#).

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties. Learn more about [when and with whom we share your personal information](#).

How do we keep your information safe? We have organisational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Learn more about [how we keep your information safe](#).

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. Learn more about [your privacy rights](#).

How do you exercise your rights? The easiest way to exercise your rights is by submitting a [data subject access request](#), or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

You can find the Radiate Fitness [Privacy Policy](#) here for details about how we collect and use your personal data.



Disclaimers

It is recommended that you seek professional medical advice before beginning any kind of exercise programme (classes or one to one/ small group session) or following nutritional advice. Any exercise programme potentially carries risk even in healthy individuals. You should exercise your own judgement before acting on advice and instruction given.

5 point plans for health and happiness are prepared based on the information that you provide within your consultation and snapshot. You are responsible for keeping Radiate Fitness informed of any changes to your health, any medical issues and lifestyle. This will allow appropriate, bespoke sessions to be put together for maximum effectiveness. The information set out in any one to one plan may relate to specific contexts and may not be suitable in other contexts. It is your responsibility to ensure that you do not use the information provided in the wrong context.

Information provided by Radiate Fitness that is not part of the Mum.O.T programme, whether found on our website, blog, social media (such as Facebook or Instagram) in person or otherwise, is provided for general information purposes only and is accurate to the best of Radiate Fitness' knowledge. At times this information may include opinion or be of anecdotal nature. This will be explicitly expressed where possible.

Client Agreement- Informed Consent

By signing up to the Mum.O.T. programme:

I hereby confirm that I am participating voluntarily and understand that I can withdraw at any time.

I am willing to follow the advice and activities suggested that may include exercise, modifications to habits and lifestyle and nutritional advice. I realise that in participating in these activities I may be at risk of injury and even the possibility of death.

I confirm that I do not have any medical conditions that prevent me from taking part in this programme as detailed in the Radiate Fitness T&Cs.

I have read and understood the *T&Cs* document and agree to all terms and conditions as applies to my programme.

Ticking the box means the client consents to all statements above.