



### Standing Order Terms & Conditions

The vast majority of At Home Fitness customers pay by Standing Order. It is a simple and secure way for you to pay for your sessions, allows you to take advantage of lower prices and secures your regular training slot each week. In setting up a Standing Order you agree to the following terms and conditions:

1. The Standing Order amount is based on your normal weekly number of sessions. So if you normally have one session per week, you will pay for four sessions per month at the prevailing rate. If you normally train twice per week you pay for eight per month.
2. If your normal training day happens to occur five times in a month you get the fifth session as a free extra. E.g. If you normally train on a Monday and there are five Mondays in the month, you do not pay any extra for the fifth session. If you miss your fifth session for whatever reason, you are not entitled to a credit voucher for what is a free bonus session.
3. A Standing Order is different to a Direct Debit because you stay in charge. We cannot alter the amount or payment date in any way.
4. Customers are not tied in to any long-term contract. You may stop training with just seven days notice and will receive a refund for sessions in that month that are after the notice period.
5. Credit vouchers will be issued for every session not taken, providing 24 hours notice is given.
6. Voucher must be used within three months.
7. Voucher must be presented to Trainer at session.
8. Vouchers are non-transferable unless previously agreed with Trainer.
9. Vouchers are invalid if Standing Order is cancelled.
10. If your trainer has to cancel a session, then you can request a cash refund or credit voucher as you prefer.
11. If you pay by Standing Order your regular training day and time will be reserved for you for as long as you pay by Standing Order. Customers who choose not to pay by Standing Order cannot be guaranteed the same training space every week.
12. Customers who choose not to pay by Standing Order will pay at a different, higher rate (normally at least £15 per session more).