

## **PROGRAMME TERMS AND CONDITIONS**

**(AKA THE SMALL PRINT)**

**PLEASE READ THESE GUIDELINES TO ENSURE THE  
SMOOTH RUNNING OF  
YOUR PROGRAMME:**

- FULL PAYMENT IS DUE BEFORE THE FIRST APPOINTMENT. THIS CAN BE MADE BY ANY CARD (DEBIT OR CREDIT), BACS TRANSFER OR CASH.**
- ONCE PAYMENT HAS BEEN MADE, IT IS ADVISABLE TO BOOK THE FIRST BATCH OF PROGRAMME APPOINTMENTS IN ADVANCE.**
- TO ACHIEVE MAXIMUM BENEFIT, ALL PROGRAMMES ARE DESIGNED TO BE COMPLETED WITHIN A 12-WEEK PERIOD.**
- IF THIS IS NOT POSSIBLE (SPECIAL CIRCUMSTANCES MAY APPLY), THE PROGRAMME MAY BE EXTENDED TO A MAXIMUM OF 16 WEEKS.**
- ANY OUTSTANDING SESSIONS NOT TAKEN BEYOND THE 16-WEEK PERIOD MAY BE FORFEITED.**
- CANCELLATIONS/REBOOKING: A MINIMUM OF 24 HOURS IS NECESSARY TO CANCEL AN APPOINTMENT.**
- NOTICE OF LESS THAN 24 HOURS MAY RESULT IN YOUR APPOINTMENT BEING FORFEITED.**
- FULL TERMS OF ENGAGEMENT IS AVAILABLE ON REQUEST.**