



## **Booking Policy**

At U Turn Fitness, we're committed to providing an exceptional and professional training experience. To ensure smooth scheduling for all clients, please review our booking policies below.

### **How to Book**

All personal training sessions must be booked by email.

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**To book:**

**Send us an email at [bookings@uturnfitness.co.uk](mailto:bookings@uturnfitness.co.uk)**

**Include:**

- **Your full name**
- **Preferred date(s) and time(s)**
- **Session type (1-on-1, virtual, partner, consultation)**

We'll respond within 24 hours to confirm availability and send payment instructions.

### **Cancellations & Rescheduling**

- We require 24 hours' notice to cancel or reschedule any session.
- Cancellations made with less than 24 hours' notice will be charged in full or counted as a used session.
  
- No-shows are non-refundable.

If you have an emergency, please email us as soon as possible.

### **Payments**

- Sessions must be paid in advance to secure your spot.
- No unpaid bookings will be held or confirmed.

## **Late Arrivals**

- Sessions will begin and end at the scheduled time.
- If you arrive late, your session will still end at the original time.
- Clients arriving 15+ minutes late without notice may forfeit the session.

## **Packages & Validity**

- Multi-session packages are valid for 4 months from the purchase date.
- Unused sessions do not roll over unless otherwise arranged in writing.

 Questions?

Need help booking or want to discuss your training needs?

Call us

Team, U Turn Fitness

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