8-Week Strength Kickstart

Coaching terms | KICKSTART-v10-2026-11-03

Your Strength Kickstart

These terms apply to new purchases of the once-weekly or twice-weekly 8-Week Strength Kickstart under KICKSTART-v10-2026-11-03. They replace monthly PT service, payment, minimum-term, renewal and leave rules for this purchase. Existing purchasers keep their accepted package, price and terms unless we separately agree a change. You must be 18 or over. Your contract is with Will Mitchell, trading as Will Mitchell Coaching, an independent trainer at Fitness First St Albans. Gym membership or guest access for paid coaching is separate.

1. Your package

Choose your coaching frequency at checkout. Once weekly includes eight 50-minute PT appointments, one initial coaching consultation and one movement assessment: 10 appointments in total. Twice weekly includes sixteen 50-minute PT appointments, one initial coaching consultation and one movement assessment: 18 appointments in total. The consultation and assessment each reserve a 60-minute slot and last 50 to 60 minutes. They come before your PT appointments. Both options include your individual CoachRx programme, workout records and coaching support, simple lifestyle actions agreed around your goal, and progress reviews within existing appointments. Specific results are not guaranteed.

Plan for around eight weeks of coaching. All appointments must be used within the 10-week completion window in section 3, subject to agreed extensions. We agree regular PT times or individual bookings. If you can, arrive 10 minutes early for the warm-up I have taught you; this is optional. If you need help or have not warmed up, we do it together within your 50-minute PT appointment.

2. Price and payment options

Once weekly costs £497 in total: pay £497 upfront; two payments of £248.50, at checkout and four weeks later; or £62.16 at checkout followed by seven weekly payments of £62.12.

Twice weekly costs £797 in total: pay £797 upfront; two payments of £398.50, at checkout and four weeks later; or £99.66 at checkout followed by seven weekly payments of £99.62.

Each option has the same total for that package. Weekly plans include a four-penny rounding adjustment in the first payment so the total is exactly £497 or £797. There is no instalment surcharge, added interest or automatic renewal. Instalments spread the cost of a fixed package; they are not an ongoing membership or payment per visit. They stop after the stated two or eight payments. Your selected package, payment option and total are confirmed at checkout and in your confirmation. Holidays or an extension to the appointment deadline do not automatically change payment dates. Any separately agreed payment-date change must be confirmed and set up before it applies. Enter card details only in secure checkout.

3. Your start date and 10-week completion window

The 10-week window starts on the date of your paid initial coaching consultation, not the date you pay and not the free session. We confirm the consultation date and completion deadline in writing. All package appointments must take place within that window, including the assessment and PT appointments, unless we agree an extension under sections 5 or 6. Please book consistently and arrange your appointments early; buying the package does not reserve recurring times automatically.

After the confirmed completion deadline, unused appointments are no longer available to book unless an extension applies. I review any unused balance fairly, including why appointments were not used and whether I offered reasonable availability. I do not automatically treat all unused fees as earned or impose an extra expiry penalty. Any amount retained must be proportionate and lawful; your cancellation, refund and statutory rights remain unaffected. I will not shorten the window because of my cancellations, lack of reasonable availability or agreed holidays or illness.

By ticking the required checkout acknowledgement, you expressly request coaching to start straight away, including during the 14-day cancellation period. This allows onboarding and booking once payment is confirmed; it

does not make the 10-week window start on the payment date. Before exercise, complete the health form and Getting to Know You intake. I review suitability first. A payment, booking or submitted form is not medical clearance. Where clinician clearance is needed, exercise starts only when it is in place and we agree a suitable schedule.

4. Moving or missing an appointment

Give at least 24 hours' notice to move or cancel, using your booking links or client portal. If a link fails, email me promptly and keep the message. We arrange a replacement within your completion window or agreed extension, subject to availability. Less than 24 hours' notice or a no-show normally uses one appointment from your selected package. Tell me about illness or exceptional circumstances as soon as reasonably possible so we can review it fairly. Arriving late usually does not extend the booked end time. Your cancellation and refund rights still apply.

5. If I cancel or take leave

If I cancel an appointment or take planned leave, I offer a replacement and extend the completion deadline as needed so you can receive the appointments purchased. Payments continue on their normal dates. Affected paid appointments remain yours at no additional charge: we can arrange an extra slot before leave or spread extra appointments across the following weeks. A self-guided workout does not replace a paid coached appointment without your agreement. If a replacement cannot be agreed within a reasonable time, I refund the undelivered appointment at the package rate: £497 divided by 10 for once weekly, or £797 divided by 18 for twice weekly. I calculate the full refund before rounding it to the nearest penny. If I lose access to the venue, we agree a suitable alternative or end the programme with no further payments and a refund for the unused balance.

6. Agreed holidays, illness and extensions

Your holidays and mine use the same principle: agreed payments continue and affected paid appointments are retained within your package. Tell me about planned holidays before booking where possible and cancel affected appointments at least 24 hours beforehand. We agree the extra time needed, revised completion deadline and replacement schedule in writing. Replacements can be before the holiday or across the weeks afterwards, subject to availability, at no additional charge. An extension retains existing appointments; it does not add appointments or payments.

For example, one missed weekly appointment during an agreed holiday remains one appointment to book later; two affected weekly appointments remain two. The revised deadline must allow reasonable time to use them.

If illness, injury, an operation or other exceptional circumstances affect attendance, tell me as soon as reasonably possible. We agree a fair extension and restart plan in writing, taking account of safe return to exercise and availability. There is no requirement to predict an unexpected illness or continue training when unwell. Any health-related change to unpaid instalment dates is separate from an appointment extension: it must be agreed, confirmed in writing and reflected in the payment system before taking effect. Your statutory rights remain unaffected.

7. Cancelling the programme

You have 14 days from the day you pay through an online link to cancel by emailing or writing to me, without giving a reason. The required checkout acknowledgement expressly requests coaching to start straight away. This does not remove your right to cancel. If you cancel during those 14 days, you pay only proportionately for coaching already provided; I refund the rest within 14 days and cancel remaining instalments. Where appointments have been provided in full, I use the package rate: £497 divided by 10 for once weekly, or £797 divided by 18 for twice weekly. I calculate the total charge before rounding it to the nearest penny; any partly provided coaching is charged proportionately.

After those 14 days and before your completion deadline, you may also end the programme by emailing me. You pay the package rate defined above for each appointment used, including appointments fairly counted as used under section 4. I cancel remaining instalments and refund any overpayment within 14 days, or confirm a shortfall for appointments already used. The total never exceeds £497 for once weekly or £797 for twice weekly. There is no extra cancellation fee. At the deadline, unused appointments and any retained balance are reviewed under section 3; expiry does not remove statutory rights or entitle me to keep money unfairly.

Optional cancellation form: To Will Mitchell Coaching: I cancel my Strength Kickstart agreement. Name: __. Address: __. Date paid: __. Date of cancellation: __. Signature (paper only): __. Send it to the contact below, or simply email a clear cancellation request.

8. Failed payments

If a payment fails, I contact you to resolve it. I do not add late fees. I may pause further bookings while a payment is unresolved. If it remains unpaid 14 days after a written reminder, I may end the programme, cancel future instalments and reconcile payments and appointments under section 7. No refund, extra charge, pause or changed payment date is assumed until confirmed in writing and updated in the payment system.

9. Health and coaching support

Answer health questions honestly and tell me about changes in health, injuries or medication. You can ask for an explanation, lighter option, break or stop, and say no to an exercise. Stop for sharp pain, dizziness, faintness or anything unusual and tell me. CoachRx messages are not an emergency service. I coach with reasonable care and skill. Coaching messages go in CoachRx; bookings, payments and cancellations go by email. I reply within two working days, Monday to Friday excluding bank holidays in England. Your first programme is supplied within five working days after onboarding and the health review are complete.

10. Complaints, privacy and your rights

Email any complaint. I acknowledge it within two working days and aim to give a full response within 14 days. If it concerns a session at Fitness First, my licence requires me to tell the club within two working days, sharing only what is needed. Your privacy notice is at https://www.will-mitchell.com/privacy-notice-page. Health-data consent is collected separately. Nothing here limits liability for death or personal injury caused by negligence, fraud, or anything the law does not allow me to limit. Your statutory rights are unaffected. The law of England and Wales applies; UK consumers can also bring a claim in their local courts.

Contact and keeping a copy

Will Mitchell Coaching | will@will-mitchell.com | https://www.will-mitchell.com Postal address: Flat 1 Gerard Court, Hitherfield Lane, Harpenden, Hertfordshire AL5 4JA Venue: Fitness First St Albans. Keep these terms and your payment confirmation. Version KICKSTART-v10-2026-11-03.