

Terms & Conditions

Last updated: September 2026

Welcome to HD Fitness & Wellbeing.

These Terms & Conditions set out the terms that apply when you use this website, purchase our services or products, or work with HD Fitness & Wellbeing.

By using this website or purchasing a service or product from us, you agree to these Terms & Conditions. Please read them carefully before making a purchase or booking a service.

1. About HD Fitness & Wellbeing

HD Fitness & Wellbeing provides fitness, exercise, wellbeing, nutrition and lifestyle services, including but not limited to:

- Personal training
- Online personal training and coaching
- Bespoke training programmes
- Exercise plans
- Nutrition and wellbeing guidance
- Fitness classes
- Health and lifestyle guidance
- Digital guides, programmes and resources
- Other fitness and wellbeing services offered through the website from time to time

HD Fitness & Wellbeing is operated by Hannah Daw.

Contact:

Website: www.hdfitnessandwellbeing.co.uk

Email: Hannah.daw@outlook.com

If your business is registered as a sole trader or limited company, your full legal business details should also be displayed here.

2. Using Our Services

Our services are intended to support general fitness, wellbeing and healthy lifestyle goals.

Information provided by HD Fitness & Wellbeing is not intended to replace medical advice, diagnosis or treatment from a doctor, physiotherapist, registered dietitian or other appropriately qualified healthcare professional.

You should seek appropriate medical advice where necessary before beginning a new exercise, nutrition or lifestyle programme.

You are responsible for providing accurate and complete information about your health, medical history, injuries, medications, fitness level and any other circumstances that could reasonably affect your ability to exercise safely.

You must tell HD Fitness & Wellbeing promptly if your health or circumstances change.

We reserve the right to recommend that you obtain medical clearance before participating in exercise or continuing with a programme where we reasonably consider this appropriate.

3. Exercise and Personal Training

Exercise involves inherent risks, including the possibility of muscle soreness, strains, sprains, falls or other injury.

Although we will provide appropriate instruction, guidance and supervision, you remain responsible for exercising within your own capabilities.

You must follow reasonable safety instructions given during sessions and inform us immediately if you experience pain, dizziness, unusual shortness of breath, illness or any other concerning symptoms.

You should stop exercising and seek appropriate medical attention where necessary.

Nothing in these Terms & Conditions excludes or limits any liability that cannot legally be excluded or limited.

4. Nutrition and Wellbeing Guidance

Nutrition and wellbeing information provided by HD Fitness & Wellbeing is intended as general education and guidance.

It does not constitute medical advice, diagnosis or treatment.

Individual nutritional requirements vary considerably. We do not guarantee specific changes in body weight, body composition, fitness, health or wellbeing as a result of following any programme, recommendation or plan.

Where you have a diagnosed medical condition, eating disorder, allergy, intolerance, pregnancy-related concern or other medical or nutritional requirement, you should seek advice from an appropriately qualified healthcare professional.

5. Bookings

Bookings are subject to availability.

A booking is confirmed once we have confirmed the appointment and, where applicable, payment has been received.

Please arrive on time for appointments. If you arrive late, the session may still finish at the originally agreed time.

We will make reasonable efforts to provide services at the agreed time. However, circumstances outside our reasonable control may occasionally require a session to be rescheduled.

Where we need to cancel or rearrange an appointment, we will provide as much notice as reasonably possible and offer an alternative appointment where appropriate.

6. Cancellation and Rescheduling

For individual personal training sessions and appointments, we ask that you provide at least 24 hours' notice if you need to cancel or rearrange.

Where less than 24 hours' notice is provided, or where an appointment is missed without notice, the session may be treated as used and the full session fee may be payable.

We will always consider genuine emergencies and exceptional circumstances reasonably and fairly.

Any cancellation policy will be subject to your statutory consumer rights.

Cancellation charges will not be applied where doing so would be inconsistent with applicable consumer law.

7. Packages and Programmes

Where services are purchased as a package, the package must normally be used within the period stated at the time of purchase.

Unless otherwise agreed in writing, sessions are personal to the purchaser and may not be transferred to another person.

If you are unable to use a package because of illness, injury or other exceptional circumstances, please contact us as soon as possible. We will consider reasonable requests for extensions on a case-by-case basis.

8. Online Coaching

Online coaching may include training programmes, exercise guidance, nutritional guidance, check-ins, messaging and other agreed forms of support.

The precise services included will be explained before purchase.

Online coaching requires active participation from the client. Results will depend on a variety of factors, including consistency, lifestyle, nutrition, sleep, recovery, health and individual circumstances.

We cannot guarantee any particular result.

9. Digital Products

Digital products may include ebooks, guides, training programmes, nutrition resources, downloadable documents, videos or other digital content.

Digital products are provided for the purchaser's personal use only.

You must not:

- Copy, reproduce or redistribute the content
- Sell, share or transfer the content to another person
- Upload the content to another website or platform
- Use the content to create or sell a competing product
- Remove copyright or other ownership notices

All intellectual property rights in our digital products remain with HD Fitness & Wellbeing unless expressly stated otherwise.

10. Digital Product Cancellation Rights

Where you purchase digital content online, consumer cancellation rights may apply.

Where applicable, you may have a 14-day cancellation period. However, if you request immediate access to digital content and expressly acknowledge that your cancellation right will be lost once supply begins, the statutory right to cancel may end when the digital content is supplied.

We will provide the relevant information and obtain any required consent before immediate digital supply begins.

These provisions do not affect any statutory rights you may have. (GOV.UK)

11. Prices and Payment

Prices are displayed on the website or communicated to you before purchase.

Unless otherwise stated, payment is required at the time of booking or purchase.

We reserve the right to change our prices for future purchases.

Any price change will not affect an order or booking that has already been confirmed at an agreed price, except where otherwise permitted by law.

12. Refunds

Our refund policy will depend on the service or product purchased and the circumstances of the cancellation.

Nothing in these Terms & Conditions removes or restricts your statutory consumer rights.

Where a refund is legally due, we will process it within the applicable timeframe.

We will not automatically retain deposits or advance payments where doing so would be unfair or unlawful. Consumer cancellation charges should be proportionate to the business's genuine loss and applicable law. (GOV.UK)

13. Health Information and Confidentiality

You may be asked to provide information relating to your health, fitness, lifestyle or exercise history so that we can provide an appropriate service.

You agree to provide accurate information and to notify us of any relevant changes.

We will handle personal information in accordance with our Privacy Policy.

Further information about how we collect, use, store and protect personal information is available in our Privacy Policy.

14. Website Content

We aim to ensure that information on this website is accurate and up to date.

However, information may occasionally contain errors, omissions or outdated information.

We reserve the right to update, amend, suspend or withdraw website content, services or products without notice where reasonably necessary.

Website content is provided for general information and should not be relied upon as medical advice.

15. Intellectual Property

Unless otherwise stated, all content on this website belongs to or is licensed to HD Fitness & Wellbeing.

This includes:

- Text
- Logos
- Branding
- Photographs
- Graphics
- Programmes
- Guides
- Training materials
- Digital products
- Videos
- Downloadable resources

You may view and use website content for your own personal, non-commercial purposes.

You must not reproduce, modify, distribute or commercially exploit our content without our prior written permission.

16. Third-Party Websites and Services

Our website may contain links to third-party websites, platforms or services.

These links are provided for convenience and do not constitute an endorsement.

We are not responsible for the content, availability, privacy practices or terms of third-party websites.

17. Limitation of Liability

We will provide our services with reasonable care and skill.

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to the above, we will not be responsible for losses that arise from circumstances outside our reasonable control or for consequences arising from information supplied by you that is inaccurate or incomplete.

Nothing in these Terms & Conditions affects your statutory consumer rights.

18. Results

Every individual is different.

We do not guarantee specific results from personal training, online coaching, nutrition guidance, wellbeing services, classes, programmes or digital products.

Testimonials, examples or photographs shown on our website or social media represent individual experiences and should not be interpreted as a promise or guarantee of a particular result.

19. Force Majeure

We will not be responsible for failure or delay in providing a service where this is caused by circumstances beyond our reasonable control.

This may include, for example, serious illness, natural disasters, power failures, interruption to telecommunications, government restrictions, industrial disputes or other circumstances outside our reasonable control.

Where possible, we will communicate with affected customers and seek to provide a reasonable alternative.

20. Complaints

We want you to be happy with the service you receive.

If you have a concern or complaint, please contact us as soon as possible at:

[INSERT BUSINESS EMAIL ADDRESS]

Please provide details of the issue and any relevant booking or order information.

We will consider your complaint fairly and aim to respond within a reasonable timeframe.

21. Changes to These Terms

We may update these Terms & Conditions from time to time.

The latest version will be published on this website and will show the date on which it was last updated.

Changes will not retrospectively alter rights or obligations that have already arisen under a confirmed contract, except where required or permitted by law.

22. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

If you are a consumer, you will also benefit from any mandatory protections provided by the laws applicable to you.

23. Contact

If you have any questions about these Terms & Conditions, please contact:

HD Fitness & Wellbeing

Hannah Daw

Website: www.hdfitnessandwellbeing.co.uk

Email: Hannah.daw@outlook.com