



Thank you for choosing to work with us – let's get to work 😊

Rescheduling:

- You are granted one reschedule, as I understand things come up. If you need to reschedule please contact your coach at least 24 hours before your session or as soon as possible.
- If we have to reschedule due to heavy rain or winds, the session will be rescheduled at a time that suits both parties.

Communication:

- For any injury or urgent questions please txt or call your coach. It is important we manage any issues together and your training will be modified accordingly.
- For any general quires please use the team buildr app messenger or txt your coach
- We're in the process of creating an exercise library with a video and explanation of each exercise. If there isn't a video for the exercise in question, please refer to YouTube. If the exercise is not on YouTube and you still have doubts, please message your coach.
- For those on the individual package your coach will book you in a Zoom session in week 3 of each 4-week training block.
- If you would like another Zoom or face-to-face session email us coach@preparelikeapro.com contact your coach.



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Finance:

Membership Fees

- Direct Debit is the only method of payment accepted
- Fees are charged the first Wednesday of each month for 4- week packages. Fees for Zoom sessions or personal training sessions are charged the week of the scheduled training session
- Missed payments will be automatically rescheduled to the following week. Ezidebit does charge a small fee for any missed payments.

Change of Account Details

- Please email us with any changes to your personal or banking details support@preparelikeapro.com
- Changes to account details must be sent one week in advance.

Suspensions

- All suspension requests must be sent to membership email support@preparelikeapro.com
No other method of communication can be accepted
- Suspension requests must be sent **one week** in advance of next payment. The cut off for this request is 11:30pm each Wednesday

Cancellations

- All cancellation requests must be sent to membership email support@preparelikeapro.com
- No other method of communication can be accepted.
- Cancellation requests must be sent **two weeks** in advance of next payment. The cut off for this request is 11:30pm each Wednesday
- You will always be welcome at the PLP and we will support you in any endeavour you choose. Please feel welcome to offer any feedback and ask the coaches for their advice going forward.