



Beyond Barriers Personal Training

Clients Charter

- To have the highest positive regard and respect for all Clients regardless of Gender, Disability (including mental illness), Sexual Orientation, Religion, Belief, Age, Social Economic Background, Race, Gender Reassignment, Body Shape or Fitness Level! To treat everyone equal without discrimination.*
- To deal with any Clients concerns or complaints fairly, in a professional manner, seeking advice from REPS “Representative Of Exercise Professionals” when necessary and to honour and act on their advice in the event of any dispute.*
- To be punctual and if necessary contact a Client as soon as possible in the event of an emergency or illness which prevents a Clients booked session; offering to reschedule or a full refund where appropriate.*
- To deal with Clients personal information and any discussions or disclosures in the strictest confidence except where there may be a risk to human life, risk of abuse or illegal activities where it may be necessary to consult a third party.*

Jonathan Kappes (REPS No.R0153626)