Terms and Conditions

START UP Firefighter Performance

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Effective date: 8 October 2026. Supplied as part of the client contract pack.

These terms explain the contract for your online coaching, including how it begins, monthly payments, cancellation, use of training materials and your rights if something goes wrong. Read them with the Coaching Agreement and Cancellation and Refund Policy supplied before payment. Coaching renews monthly, with no minimum commitment or cancellation fee.

1 About START UP and these terms

Your service provider is Jack Burman, trading as START UP Firefighter Performance, a sole trader established in England. “START UP”, “we”, “us” and “our” mean that business. “You” means the individual named as the client.

Contact us at startup@firefighterperformance.co.uk or through private FITR messaging. Our correspondence and legal-notice address is 8 Lutley Drive, Stourbridge, DY9 0YQ, United Kingdom. Our website is https://www.firefighterperformance.co.uk/. Coaching is remote; clients do not attend this address. We do not currently publish a dedicated business telephone number; calls are arranged where relevant to the service.

These terms apply to the Firefighter Fitness Preparation Course (FFPC) for aspiring UK firefighters and the Firefighter Performance Conditioning Programme (FPCP) for serving UK firefighters. They govern paid coaching rather than general website use. No physical goods are supplied.

The contract is between START UP and the named client. An employer, sponsor or other third party may pay for that client without becoming the contracting client or gaining access to confidential coaching information. An organisation buying services in its own right requires a separate written agreement. Consumer status depends on the purpose and circumstances of the purchase, rather than third-party funding alone.

2 Documents forming your contract

Your contract consists of the identified version of these Terms and Conditions, the Coaching Agreement CA001 version 1.0 effective 6 October 2026, and the Cancellation and Refund Policy version 1.0 effective 8 October 2026, together with any individually agreed written special terms and any service schedule or client safety declarations expressly identified and supplied before acceptance. If an approved replacement version is supplied, its exact title, reference where used, version and effective date must be identified in your acceptance and confirmation records.

The Coaching Agreement explains the service and each party's coaching responsibilities. The Cancellation and Refund Policy gives the detailed cancellation, pause, cooling-off and refund arrangements, including an optional cancellation form. These terms set out the general contractual provisions. An unfinished, unspecified or later website document does not automatically become part of your contract.

Mandatory law and statutory rights take priority. Subject to those rights, individually agreed written special terms take priority, followed by these terms and the Coaching Agreement read together, an identified service schedule for service-specific details, the Cancellation and Refund Policy, and any other expressly incorporated document. The detailed cancellation policy applies to the cancellation arrangements described here; this order does not remove its promised rights or any service information that is legally binding. Any genuine ambiguity in a consumer term is interpreted in the consumer's favour.

The Privacy Notice explains personal-data handling and is not a contractual waiver or part of this order of precedence. The Master Information Schedule is an internal business record and is not incorporated into your client contract. Website Terms, if supplied, govern website use separately.

3 Eligibility screening and acceptance

You must be aged 18 or over on your service start date, ordinarily reside or be based in the UK, and be able personally to provide informed agreement. FFPC is for adults applying or preparing to apply for an on-call or wholetime firefighter role in a UK public-sector Fire and Rescue Service. FPCP is for serving on-call or wholetime firefighters, including operational officers, in those services.

Acceptance depends on completed screening, appropriate professional clearance where indicated, suitability within the coach's competence and insured scope, safe training arrangements and available capacity. We may refuse, defer or refer an application for a relevant eligibility, safety, scope, conduct, conflict-of-interest or capacity reason. Decisions must be proportionate and must not unlawfully discriminate.

Disability, a medical condition, injury, medication, pregnancy or postnatal status does not automatically prevent acceptance. Tell us about practical access needs so we can consider reasonable adjustments to communication, exercise selection, timing and delivery. We will explain where safe, competent delivery cannot be achieved.

The screening call and pre-contract onboarding are free. A provisional onboarding reservation is normally held for 14 calendar days to allow you to book the screening call, with a reminder after approximately seven days. An application may be administratively closed if no call is booked within that period. No deposit or reservation fee is charged, and you may reapply subject to suitability and capacity.

If you plan to train or undertake testing temporarily outside the UK, tell us in advance. Affected delivery may be modified or paused if the necessary safety, insurance or jurisdictional arrangements cannot be confirmed.

4 When the contract and coaching begin

Before you become liable to pay, we supply the service description, total price, monthly renewal arrangements, proposed dates and the exact contractual documents in a format you can save and reproduce unchanged. You accept the identified documents through the Onboarding Pack using active, unticked acceptance choices. Ask us about any point you do not understand before accepting.

The paid contract is formed when your first FITR and Stripe payment is successfully processed after screening, approval and acceptance of the applicable documents. An enquiry, application, free call, earlier onboarding signature, provisional reservation or creation of a FITR account does not by itself create the paid contract. The payment step makes clear that proceeding creates an obligation to pay.

We send written confirmation identifying your programme, agreed price and any discount, contract date, payment date, coaching commencement date, period covered, renewal arrangements and the exact document versions accepted. We retain the acceptance and payment records and confirm any early-start request or relevant immediate digital-supply consent in a form you can save.

The first payment is normally taken on the agreed coaching start date, when the initial programme will be available, subject to completed screening and the required early-start permissions. If you choose to wait until the cooling-off period ends, we confirm the payment date, later coaching commencement date and period covered by that payment before you pay. No affected paid coaching or immediate digital supply begins during that period without the required separate request or consent. You receive the full agreed paid Coaching Month before the next charge.

5 Your service and delivery arrangements

Your selected FFPC or FPCP service is individualised remote strength and conditioning coaching delivered primarily through FITR. The Coaching Agreement describes the programme, weekly programming and review, check-ins, briefs and debriefs, private messaging, technique feedback, relevant non-clinical fitness testing and reports, general training and nutrition education, and an optional weekly video call of up to 40 minutes arranged by mutual agreement.

Programming takes account of your goals, history, ability, equipment, availability, shift pattern, operational workload, recovery and relevant restrictions. The training week, check-in timing, delivery timing and planned testing are agreed during onboarding. Programmes are normally updated before the relevant training week begins, often during the preceding weekend. Testing and reports are provided where relevant to the planned programme; these are not unlimited on-demand services.

You need a compatible device, internet access, suitable FITR access, a safe training environment and the equipment agreed for your programme. Any personal internet, device, gym, facility or equipment

costs are your responsibility and are not supplied in the monthly price. Tell us about equipment or access changes in time for programming.

Sessions are normally completed independently. Face-to-face supervision, continuous live supervision, emergency monitoring, medical or laboratory testing, clinical treatment and official recruitment or occupational-health assessments are excluded. Unused sessions or included calls do not automatically accumulate.

Normal current-client messaging availability is 08:00–20:00 every day, UK local time. We aim to respond within four hours during those hours, subject to availability. This is a target rather than a guaranteed response time. Operational duties, prolonged incidents, rest, illness, leave and technical problems may delay replies. Use private FITR messaging for routine coaching and business email for formal matters or if FITR is unavailable.

6 Prices payment and automatic renewal

FFPC and FPCP each currently cost £67.99 per Coaching Month. Your actual price and any promotional conditions are confirmed before payment. Prices are in pounds sterling and are the total amount payable. START UP is not currently VAT registered and does not charge VAT. No separate setup, testing, FITR Client App, payment-processing or administration fee is added.

Payment is a monthly rolling subscription charged in advance through FITR using START UP's connected Stripe account. A "Coaching Month" is the monthly service period covered by the payment, as identified in your confirmation. This is payment for a continuing monthly service, rather than instalments towards a fixed-term programme or a credit agreement.

The subscription automatically renews until cancelled or otherwise ended. Renewal normally falls on the corresponding calendar date each month, subject to the provider's calendar and processing arrangements, which may vary by one or two days. We confirm the billing arrangements and any known calendar adjustment. No separate reminder is normally sent before a successful ordinary monthly renewal, except where required by law.

There is no minimum commitment. Keep your payment method current, but remember that stopping training, not using FITR or ceasing communication does not itself cancel the subscription. Section 9 explains how to stop renewal.

Where a promotional code is offered, its value, duration, discounted price and price after expiry are disclosed before purchase. Codes are limited to one use per person and cannot be combined unless an offer expressly states otherwise. Expiry of a disclosed introductory discount is distinct from a later change to the agreed standard price. Any undisclosed extra charge requires your express agreement.

Duplicate, erroneous or excessive payments are checked and the verified excess refunded without undue delay and without an administration deduction. Price changes follow section 18.

7 Failed payments

After a failed renewal payment, you and the coach are notified. You have seven calendar days to resolve the payment while retaining programme access. FITR schedules an automatic retry after three days and sends payment-method reminders. If payment remains unsuccessful after seven days, the subscription is automatically cancelled and access to new training is removed.

Access may resume after a paid subscription has been successfully re-established, subject to any necessary safety review. No late-payment, failed-payment administration or processing surcharge is charged. Ordinary failed renewals are not routinely pursued as a debt.

An exceptional amount genuinely and lawfully due may be pursued only where supported by the contract and evidence of services supplied. We first explain the amount and give you a reasonable opportunity to resolve or dispute it. Any recovery must be lawful and proportionate; no internal debt-recovery administration fee is added.

We do not remove programme access solely because our own outage prevented payment or subscription administration. We correct incorrect charges and apply normal failed-payment arrangements once the relevant systems are working.

8 Cooling off and an early service start

If you are legally a consumer entering this distance contract, you normally have the right to cancel without giving a reason until the end of 14 calendar days after the contract date. The first payment date starts the contract after the required screening, approval and acceptance; that payment day is not counted as day one. For a contract formed on 8 October, the normal deadline is the end of 22 October. An earlier onboarding signature does not start the period. The period may be extended by law if required information is missing.

You may separately and actively request coaching to begin during that period, or choose to wait until it ends. Accepting these terms, paying or accepting the Coaching Agreement alone is not an early-start request. An early start does not itself remove the right to cancel the ongoing coaching service.

If you requested an early start and then cancel during the period, a reasonable proportion of the agreed monthly price may be retained for service actually supplied up to your cancellation. The calculation considers the whole monthly service and work actually supplied, is explained to you, and cannot exceed the relevant payment. Free screening and pre-contract onboarding are not charged. There is no retrospective setup charge, cancellation fee or double-counting of work. No early-service charge is made where the required express request or information was missing, or where the law otherwise prevents it.

Programmes and other electronic materials may be part of the coaching service or a separate digital-content element. Where the digital-content cancellation rules apply, immediate supply requires separate active express consent, acknowledgement of the loss of the statutory cancellation right for

that element once supply begins, and confirmation you can save. No general acceptance or preselected choice replaces this. Receiving a programme does not automatically remove the right to cancel ongoing coaching. Without the required consent, acknowledgement or confirmation, digital supply is not charged where the law prevents it.

Send a clear cancellation statement through private FITR messaging, to startup@firefighterperformance.co.uk, or by post to the address in section 1. The optional form in the Cancellation and Refund Policy is available but not compulsory. No reason or handwritten signature is needed for an electronic cancellation. A valid statutory cancellation is recognised even if clearly communicated through another valid route. Sending the statement before the deadline is sufficient; you need not wait for acknowledgement. Keep evidence of sending.

A valid cooling-off cancellation ends the contract when communicated, stops future renewal and leads to a refund of the amount due after any lawful proportionate deduction. Refunds are made without undue delay and no later than 14 days after we are informed. An ordinary monthly renewal does not by itself restart the initial period; any additional right required by applicable law remains available. The Cancellation and Refund Policy explains the full arrangements.

9 Cancelling renewal and other refunds

Outside the cooling-off period, you may cancel renewal at any time through private FITR messaging or startup@firefighterperformance.co.uk. There is no contractual notice period, cancellation fee, minimum term or early-termination penalty. Your request must reach us before the next renewal payment is processed to prevent that charge. A timely request remains effective if our administration is delayed; an incorrect charge after it will be refunded.

If renewal has already been processed, cancellation normally takes effect at the end of the newly paid Coaching Month. Active coaching normally continues to that date unless an immediate ending, justified restriction or statutory remedy applies. The paid month is not normally refunded solely because you change your mind, miss training, do not use the service or do not achieve a desired result.

Once active coaching ends, new programming, amendments, feedback, check-ins and calls are no longer included. Previously supplied programmes, reports, messages and training history may remain visible through FITR subject to its functionality and applicable retention arrangements. Indefinite platform access is not guaranteed.

Refunds may be due for incorrect payments, service we cannot supply, a statutory remedy or an individually approved goodwill decision. Injury, illness, pregnancy, surgery, recruitment delay, training school or a personal or employment change may justify adaptation, a pause or cancellation. They do not automatically create a refund for service already supplied. We consider exceptional circumstances fairly and preserve all applicable rights.

A statutory service price-reduction refund is made without undue delay and within 14 days beginning with the day we agree you are entitled to it. Other authorised refunds are normally processed within 14 days of approval, without undue delay. A mandatory legal deadline takes priority. Refunds normally return through FITR and Stripe to the original payment method, including the original payer's method where someone else paid. Another method requires express agreement and must be legally permitted. No refund fee or payment-provider cost is deducted. We explain the amount and basis of any lawful deduction; your bank may take additional time to display it.

10 Pausing and returning

A pause is agreed with the coach and normally works by cancelling the existing subscription before the next payment, then resubscribing on an agreed return date. Billing stops from the next unpaid Coaching Month. An already charged month is not normally refunded. Your return payment becomes the new monthly billing date.

A pause may be agreed for training school, injury, illness, surgery, pregnancy, a holiday of three weeks or more, personal or family circumstances, employment or shift changes, financial difficulty or another reasonable circumstance. There is no fixed maximum pause period or fixed number of pauses. Return arrangements depend on your circumstances, available capacity and any safety requirements.

Medical evidence is not routinely required to request a pause, although appropriate professional clearance may be needed before training resumes. Previously supplied FITR content and the messaging route may remain accessible, but new programming and routine ongoing coaching are not included during a pause unless specifically agreed. Repeated short pauses may prompt a discussion about whether active coaching remains suitable.

11 Calls missed sessions and late information

Give at least 15 minutes' notice through FITR or business email to rearrange a booked call. A 15-minute lateness allowance applies. A late cancellation or non-attendance may result in the included appointment being lost, with exceptional circumstances considered fairly. No separate missed-call fee applies. Free screening or onboarding appointments do not create a paid charge if missed.

Calls cancelled by the coach will normally be rearranged without charge. Operational incidents may occasionally prevent advance notice; we contact you as soon as reasonably practicable. If a material included element cannot be supplied within a reasonable time, the interruption and statutory-remedy provisions apply.

No formal notice period applies to independently completed training sessions. Tell the coach promptly about illness, injury, fatigue, operational duties or other changes so training can be adjusted safely. Missed sessions, late or missing check-ins, unused calls or non-engagement do not

automatically create credits, accumulate entitlements or stop billing. Missing information may require progression to be delayed or affected training modified or paused for safety.

12 Your responsibilities and conduct

Complete onboarding and screening accurately, supply information reasonably needed for safe coaching, and report relevant changes promptly. Follow agreed instructions and ask before attempting an exercise or test you do not understand. Provide honest feedback about sessions, fatigue, recovery, equipment and availability in time for review and programming.

Check your environment and equipment, use appropriate local assistance or spotters where required, and follow employer and facility rules. Obtain permission before using workplace resources. Do not add unagreed maximal testing, heavy load carriage, PPE, breathing apparatus, deliberate heat stress or materially greater risks to a session. Avoid compressing missed demanding sessions into an unsafe sequence.

Keep your account credentials secure and do not allow another person to train under your account. Tell us promptly about suspected unauthorised access. Both parties must communicate respectfully. Discrimination, harassment, bullying, threatening or abusive behaviour, sexual harassment and deliberate misuse of business channels are unacceptable.

Coaching is personal to the named client. A subscription, place, unused time, credit or FITR access cannot be transferred to another person. This does not prevent an agreed third-party payment for a named client.

13 Health professional scope and outcomes

Exercise and testing involve risks, including fatigue, soreness, strains, falls and, less commonly, serious injury or a serious health event. Remote coaching limits observation of your condition and environment. You may stop or decline an exercise or test and ask for an appropriate alternative. Participation declarations do not waive our duty of care, excuse negligence or remove your legal rights.

Stop training if you experience concerning symptoms, pain, dizziness, faintness, unusual breathlessness or another safety concern, and seek appropriate assistance. In an emergency call 999 rather than waiting for a coaching reply. Messages are not continuously monitored.

Coaching does not include diagnosis, medical treatment, physiotherapy, clinical rehabilitation, psychological treatment, clinical nutrition or prescribed meal plans. General nutrition, calorie, macronutrient and body-composition guidance uses estimates and is not clinical measurement or a guaranteed outcome. We do not override medical restrictions or advise changes to medication. You obtain and supply any healthcare guidance or clearance reasonably required for safe participation.

The aim is improved physical preparation; we do not guarantee a recruitment pass, employment, a particular fitness or body-composition result, freedom from injury or operational readiness certification. Results vary with your starting point, consistency, health, recovery and work demands. Confirm current assessment instructions with your recruiting service or employer. Our tests and reports are not official recruitment, occupational-health, return-to-work or fitness-for-duty assessments.

START UP is an independent coaching business. References to firefighter experience or published requirements do not imply affiliation with or endorsement by a Fire and Rescue Service, employer, the NFCC or another public body. These limitations describe the service and do not excuse failure to supply it as agreed.

14 Training materials and permitted use

Original programmes, reports, guides, demonstrations and other materials remain owned by Jack Burman or their relevant rights holders. Paying for coaching gives you permission to use materials lawfully supplied to you for your own personal training; it does not transfer copyright or grant a commercial licence. Your own submissions and personal information do not become our intellectual property merely because you provide them.

Do not share account access, forward paid content for other people's use, publish it, copy programmes for others, resell or repackage it, remove or replace branding, present it as your own work or use it to coach others commercially without permission. Do not record or redistribute private coaching calls or communications without the relevant permission.

These restrictions do not prevent confidential disclosure reasonably necessary to obtain medical, legal or professional advice, report wrongdoing, exercise a legal right or comply with law. You may retain lawfully supplied downloadable materials for personal use, subject to applicable third-party licence restrictions. Continued use must account for changed health and circumstances; ended coaching does not include continuing safety review or amendments.

We handle suspected infringement proportionately, normally explain the concern and request that unauthorised use stops. Serious or repeated misuse may lead to justified restrictions or termination under section 16. Any financial consequence must be lawful and proportionate; there is no automatic penalty or forfeiture of all prepaid money.

15 Privacy confidentiality and separate permissions

The Privacy Notice supplied to you explains how personal information is collected, used, protected, retained and disclosed, and how to exercise your rights. Relevant health-data consent is collected separately in the Onboarding Pack before the affected information is collected or processed. Contract acceptance is not a substitute for that consent or a general waiver of privacy rights.

Optional marketing, recording or transcription, and use of testimonials or identifiable case studies require their own relevant permissions. You can decline optional call recording without losing ordinary coaching; an unrecorded call remains available. Do not send unnecessary sensitive information through public comments or general social-media messages.

Coaching and complaint information is handled confidentially, with necessary disclosures permitted for lawful service delivery, safeguarding, professional advice, insurance, regulation or legal obligations. A third-party payer does not receive confidential coaching or health information merely because they paid.

If necessary health information can no longer lawfully be processed, affected coaching may need to be modified, paused or ended safely. We explain the practical effect and apply the cancellation, refund and statutory-rights provisions fairly. Withdrawal of an optional permission does not automatically end ordinary coaching.

16 Interruptions suspension and ending by START UP

Illness, injury, firefighter duties, emergencies, leave, platform or internet failure, security incidents or other disruption may affect delivery. We inform affected clients as soon as reasonably practicable, explain the effect and expected arrangements where known, and use reasonable alternatives such as business email, verified instructions or rearranged calls. Unsafe or unverifiable training may be postponed. START UP is a sole-trader service and does not guarantee a substitute coach or uninterrupted access.

If a material part of paid service cannot be supplied within a reasonable time, we assess a proportionate remedy. Depending on the circumstances, this may include rescheduling, an extension, credit, cancellation or a partial or full refund. There is no requirement to wait one month before a remedy is considered. A credit or extension does not replace a refund to which you are legally entitled unless you agree. If we end coaching for a reason not caused by you and cannot supply the remaining paid service, we refund the unused affected portion.

We may reasonably suspend affected coaching or end the relationship for non-payment, a material or repeated breach, serious misconduct, abusive or discriminatory conduct, unsafe training, materially inaccurate or missing necessary information, unauthorised sharing, needs outside our scope, or repeated non-engagement that makes responsible coaching impracticable. Service may also be restricted where necessary safety, legal, insurance or security requirements cannot be met.

We normally explain the concern and give a reasonable opportunity to address it. Immediate restriction may be necessary for safety, serious misconduct or another material risk. Ordinary failed renewal payments follow the seven-day process in section 7. Sustained non-use does not itself cancel a subscription, although we may contact you and stop future renewal if responsible coaching is no longer practicable.

If coaching ends because of your breach, there is no automatic refund for service already supplied. Any amount retained must be lawful and proportionate to service supplied and reasonable loss caused; it is not automatic forfeiture of the whole advance payment. We confirm the ending, effect on access and any refund or lawful deduction. Statutory rights remain available.

17 Service standards remedies and liability

We provide coaching with reasonable care and skill and in line with information that forms part of your contract. Where the Consumer Rights Act 2015 applies and the required standard is not met, you may be entitled to repeat performance without additional charge, or an appropriate price reduction, potentially up to a full refund, in the circumstances provided by law. These rights are separate from change-of-mind cancellation.

Where supplied digital content falls within applicable consumer law, its quality, fitness for purpose, description and relevant remedies are also protected. A lawful loss of a cooling-off right for a digital element does not remove remedies for defective supply.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights, or any liability that cannot lawfully be excluded or limited. No participation acknowledgement transfers responsibility for our negligence to you.

Liability for other loss is determined under applicable law, including whether a breach caused the loss, whether it was reasonably foreseeable and what reasonable steps could reduce it. The monthly price is not a general cap on our liability. Your responsibilities, external platform involvement and outcome limitations do not excuse our failure to exercise reasonable care and skill or supply the agreed service. There is no blanket client indemnity for our acts or omissions.

18 Changes to price terms and service

We may revise documents for new clients prospectively. A later website version does not automatically replace the version you accepted. For an active monthly client, a change must have a legitimate stated reason, be fair and proportionate, and follow the applicable notice or express-agreement process. Reasons may include a relevant legal requirement, necessary safety or security measure, a material supplier or operating-cost change, or a justified change to how the service is delivered.

For a non-urgent material change to terms or service, we normally give at least 30 calendar days' written notice by email or another format you can save. For a price increase, we normally give at least 60 calendar days' written notice. The notice explains the change, reason and basis, effective date, revised version and how to cancel without penalty before it applies. Changes take effect only for a future unpaid Coaching Month, not retrospectively.

Express agreement is required before an additional charge, price or core-service change during an already-paid period, a new minimum commitment, a material reduction of paid inclusions, transfer to a materially different service, increased client liability, reduced existing contractual remedy, or another material change that cannot fairly use the notice-and-cancellation process. No variation may remove mandatory rights.

A change required urgently by law, regulatory guidance, security or safety may take effect sooner only to the extent reasonably necessary. We explain it as soon as reasonably practicable. If it materially prevents delivery of paid service, appropriate alternatives and remedies, including any refund required by law, apply. Routine individual training adaptations within the agreed coaching service are distinguished from a material change to the contracted service.

19 Complaints and disputes

Raise a complaint through private FITR messaging or startup@firefighterperformance.co.uk. We also recognise clearly expressed complaints received through another official business channel. Include your name, the concern and the outcome you seek. A reason is not required for ordinary or statutory cancellation.

We aim to acknowledge complaints within two business days and provide a final response within 14 calendar days. If more time is needed, we explain why, give a revised target and keep you informed. Complaint handling does not extend a mandatory refund deadline. Urgent safety, safeguarding or privacy concerns receive prompt attention.

Jack Burman is responsible for the business response. Where a complaint concerns his own conduct or creates a conflict, proportionate independent input from a suitably competent impartial person is obtained where needed for a fair investigation or review. The final response explains findings, reasons, remedies and further options.

Please give us a reasonable opportunity to address the concern. You remain free to seek independent advice, raise an available card or payment-provider dispute, contact a regulator or body with jurisdiction, or bring proceedings. We do not obstruct those rights, and duplicate recovery for the same loss is avoided. START UP does not currently subscribe to a specific alternative dispute-resolution provider; any applicable required information or route will be identified in the final response.

20 Governing law and other contractual matters

The contract is governed by the laws of England and Wales, subject to mandatory protections applicable where you live. The courts of England and Wales have non-exclusive jurisdiction. You retain any right to bring proceedings in the courts of the part of the UK where you live, including Scotland or Northern Ireland.

If a provision is unlawful or unenforceable, it does not remove statutory rights and the remaining terms continue where they can lawfully operate. A delay in enforcing a term does not by itself waive it. A third-party payer does not obtain a right to direct coaching or enforce the client contract merely by paying.

Use FITR or business email for coaching and formal notices, or post to the address in section 1 where appropriate. We confirm material dates, changes and decisions in writing. These communication arrangements do not restrict any cancellation, notice or other legal right that may validly be exercised through another route.

Acceptance is recorded through the Onboarding Pack after you receive the exact identified documents and have an opportunity to ask questions. No separate signature on these terms is required. Acceptance alone does not request an early service start, consent to immediate digital supply, provide health-data consent or authorise optional marketing or recording. The paid contract begins only as described in section 4.