

Terms and conditions

1) Who we are

We're Hannah's fitness community, a UK – based fitness community. You can reach us at Email: hannahsfitnesscommunity@gmail.com, Phone no: 07975652561. I will refer to You and the business throughout these terms and conditions. By accessing and using our services you acknowledge that you have read, understood, and agree to these terms and conditions.

2) What your signing up for

When you join us you will have access to Our Trainerize account, Fitness content and exercise programmes, the ability to take part in fun competitions. Community discussions and support and any extra services listed on our website.

3) membership options

We have different packages available providing a range of programmes for people who vary in fitness levels and health. Before starting any programme, we recommend you check with a medical professional to ensure you are fit and ready to exercise and take part. You MUST fill out the health questionnaire and Disclaimer before starting a programme.

You will be billed monthly with no minimum commitment. Any prices will be shown to you.

3a) Community Programme- These programmes are universal and are for a range of people. They are not personalised for anyone or their goals but for general health and fitness.

3c) Personalised and the full coach programmes include exercises specific for you and your goals. They are planned around any injuries or obstacles you may have.

Payments

4a) You agree to pay your membership fees on time. We'll tell you the price and how and when payments are taken if we ever change our prices. We'll give you notice first.

4b) Programmes are purchased on a rolling monthly subscription and automatically renew.

5) Cooling off period

If you sign up, you have 14 days to change your mind. You will be charge for the part of the service you have used.

After the cooling off period there will be no mid-month refunds.

6)Cancelling your membership

You can cancel your membership by contacting us and we will let you know:

How to cancel and the notice period. Your next payment will be cancelled and access will run out at the end of your current month.

We have the right to cancel your membership at any time and all access to plans and app access expires upon termination of the services.

7) Health, safety and our liability

Hannah's Fitness community or the trainer are not responsible or liable for any injuries, damages or losses resulting from the incorrect use of any of our programmes.

You're responsible for making sure you're fit and able to take part in exercise. We're not liable for injuries caused by:

Ignoring medical advice or ignoring our advice

Incorrect use of equipment

Not following instructions

If you're unsure, please speak to a medical professional before joining in.

All nutritional advice provided through our services are only suggestions and are not a substitute for the advice of a doctor, nutritionist, dietician, or other medical provider. Meal plans do not guarantee any particular health outcome, including weight loss or other standard health markers.

We do not exclude liability for death or personal injury caused by our negligence — UK law doesn't allow that.

8) Third Party

We use the Trainerize app to deliver all workouts, programmes and nutritional advice. They have their own terms and conditions, GDPR, privacy policy and legal documents that can be found on their website.

We use stripe for payments, as such we will not personally hold your details.

We use Wix as our website base.

We do not take any responsibility for any issues, data leaks etc that occur through these third parties.

9) Participants

You must be over 18 to become members of our programme. This programme is also specifically designed for military partners, wives, widows etc. as a place to connect and become strong. We allow both male and female clients. However, we cannot and will not guarantee that everyone is in fact a military partner so please do not share any private details/locations unless you have your own proof of identity from the other member. All communication and meetings are done at your own discretion and are your responsibility.

10) Community Rules

We do provide group chats and Facebook pages for clients to communicate and support other members through their fitness and wider goals.

If you wish to not partake in these, please let us know.

Please report any members if you think their post or messages are inappropriate. If you are reported to us the claims will be investigated and you will either receive a warning, be removed from any form of communication with other members or be removed from the programmes and community.

Please do not believe all advice from anyone else on the group chat. They are more than likely not qualified and we're not responsible for their actions or advice.

entirely depending on the problem. We have the right to remove you at any time, you will not receive a refund.

10a) If you take part in the group chat you must: ·

Be respectful and follow posting guidelines

not spread dangerous information or misinformation

not discuss or organize criminal activities; ·

No Advertisements

No hate speech, body-negativity or bullying.

11)Your Data

We handle your personal information according to our Privacy Policy. By joining, you agree to how we use and protect your data. You can read the full policy anytime.

12) Changes to these terms

Hannah's fitness Community reserves the right to modify these terms and conditions at any time. Changes will be posted on our website, and continued use of our services constitutes acceptance of the modified terms.

Last changed Sunday 19th July 2026

13)Contact

For any questions or concerns regarding these terms and conditions, please contact us at hannahsfitnesscommunity@gmail.com. If you have any complaints that we cannot come up with a solution on, please ask us where to go next.