

Terms of Service, Privacy Policy & Coaching Agreements

Business Name: Bronzini Sports Services

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Location: United Kingdom

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1. Introduction

These Terms of Service and Privacy Policy govern the use of services provided by Bronzini Sports Services, offering online strength and conditioning programmes and sports rehabilitation guidance.

By registering for services, completing the client intake form, or using the website, you confirm that you have read, understood, and agreed to these terms.

2. Professional Status

Services are delivered by a qualified Sports Therapist and Sports Performance Coach and a member of The Society of Sports Therapists.

Online coaching does not replace medical diagnosis or in-person assessment. Guidance is based solely on the information provided by the client.

3. Eligibility

Clients must be:

- 18 years or older
- A parent/guardian completing information for a minor
- A sports club or organisation representative

Parents/guardians must provide consent for athletes under 18.

4. Information We Collect

Personal information may include:

- Full name
- Date of birth
- Gender
- Height and weight

- Nationality
- Location (city/time zone)
- Email address
- Phone number

Emergency Contact (required for under 18):

- Name
- Relationship
- Email
- Phone number

5. Lifestyle and Training Information

To individualise programs we may collect:

- Occupation and employment status
- Daily activity demands
- Training history
- Current training frequency
- Weekly training structure
- Access to equipment

6. Health and Medical Information

Health-related information may include:

- Medical clearance status
- Health conditions
- Injury history
- Current injuries
- Medications
- Surgery history
- Pregnancy/post-partum status

Providing accurate information is essential for safe program design.

7. Medical Clearance

Clients must confirm whether they have been cleared by a medical professional to train. If medical clearance is not provided, services may be delayed or declined.

8. Risks of Exercise and Online Coaching

Participation in exercise carries inherent risks including muscle strains, joint injuries, aggravation of existing injuries, fatigue, and rare cardiovascular complications.

Because coaching is delivered online, the coach cannot physically supervise or monitor sessions. Clients must stop exercise immediately if pain, dizziness, chest pain, or unusual symptoms occur.

9. Client Responsibilities

Clients agree to:

- Provide accurate health information
- Inform the coach of new injuries or medical changes
- Follow programme instructions responsibly
- Seek medical advice where appropriate

10. Limitation of Liability

Participation in programmes is voluntary and undertaken at the client's own risk. Bronzini Sports Services cannot guarantee results and is not liable for injuries resulting from misuse of programs, undisclosed conditions, or failure to follow guidance.

Nothing in this agreement excludes liability required under UK law.

11. Data Protection and Privacy (UK GDPR)

Personal data is processed in accordance with UK GDPR and the Data Protection Act 2018.

Information is collected only to:

- Design personalised programmes
- Monitor progress
- Assess training risk
- Communicate with clients

12. Data Storage and Security

Client information may be stored using secure coaching platforms or encrypted cloud systems. Reasonable security measures are used to protect personal data from unauthorised access.

13. Data Sharing

Personal data will not be sold or shared with third parties unless:

- Required by law
- Necessary for safety
- Explicit client consent is given

14. Data Retention

Client information may be retained for up to 7 years for insurance and professional record keeping. After this period, data will be securely deleted.

15. Client Rights

Under UK GDPR, clients have the right to:

- Access their personal data
- Request corrections
- Request deletion (where legally permitted)
- Withdraw consent

16. Payment, Cancellation and Refund Policy

Payment Terms:

All services provided by Bronzini Sports Services must be paid in advance.

The onboarding process is as follows:

- The client selects the desired service.
- The client completes the required intake questionnaire and health screening.
- Payment is made via **bank transfer**.
- Once payment has been received and confirmed, the coach will begin preparing the client's **individualised program**.

Programs and services will only be delivered **after payment has been received in full**.

Programme Delivery:

Each payment covers one month of coaching service, which may include:

- An individualised training program
- Program adjustments where appropriate
- Communication and support as defined by the service purchased

The program is designed based on the information provided in the client questionnaire.

Refund Policy:

Due to the time, expertise, and individual preparation required to create personalised programs, all payments are non-refundable once the program has been delivered.

Refunds will not be issued if:

- The client decides not to follow the program
- The client stops training after receiving the program
- The client changes their goals after program delivery
- The client fails to communicate or complete sessions

By completing payment, the client acknowledges that coaching services involve the creation of personalised digital content, and therefore refunds are not available once work has commenced or programs have been delivered.

Cancellation Policy:

Clients may cancel their coaching service at any time by notifying Bronzini Sports Services via email.

Cancellation will apply to future coaching services only.

If a client has already paid for a monthly program, that payment covers the current month of coaching service, and the program will still be provided.

As personalised programs require time, expertise, and preparation, payments are non-refundable once the program development process has begun or the program has been delivered.

If a client chooses not to follow or complete the program after it has been delivered, no refunds or partial refunds will be issued.

Recommended Commitment:

Strength and conditioning development and rehabilitation require consistent training and progressive program design.

For this reason, clients are strongly encouraged to commit to a minimum of two months of coaching to allow for:

- Meaningful progress
- Appropriate training adaptation
- Safe and effective program development

While not mandatory, short-term participation may limit the effectiveness of the program.

Failure to Complete Onboarding:

If a client submits payment but fails to complete the required questionnaire or provide necessary information, program delivery may be delayed until all required information is received.

17. Informed Consent to Exercise

You acknowledge that exercise involves inherent risks including musculoskeletal injury, fatigue, and aggravation of existing conditions.

You voluntarily participate in exercise programs and accept responsibility for monitoring your own physical condition during training.

18. Medical Disclaimer

Coaching services are intended for educational and performance purposes only and do not replace medical advice, diagnosis, or treatment.

Clients should consult a doctor or healthcare professional before beginning a new training program.

19. Liability Waiver

By participating in coaching services, you voluntarily assume all risks associated with physical activity and release Bronzini Sports Services and the coach from liability to the fullest extent permitted by law.

20. Parental Consent for Athletes Under 18

Parents or guardians confirm they give consent for the athlete to participate in training programmes and that all medical information provided is accurate.

21. Client Acknowledgement

By creating an account, submitting an intake form, or using the services provided by Bronzini Sports Services, you confirm that:

- You have **read and understood** these Terms of Service and Privacy Policy.
- The information you provide during onboarding and health screening is **accurate and truthful**.
- You understand the **risks associated with physical activity and exercise**.
- You understand that **online coaching and rehabilitation guidance cannot replace in-person medical diagnosis or treatment**.
- You agree to inform the coach of **any changes in your health status, injuries, or medical conditions**.
- You consent to your personal data being **collected and processed for the purpose of providing coaching services**.

If you do not agree with these terms, you should **not use the services provided by Bronzini Sports Services**..