

# **FAQ's PERSONAL TRAINING**

## **CUSTOMER COOPERATION**

**Do I need a contract with my customers?**

⇒ **No, you don't need a contract. But a contract between you and your client creates a framework that protects both the customer and the trainer secure.**

**Is a certificate a reason for termination?**

⇒ **Yes, a certificate is a reason for terminating the contract between the customer and the trainer. If further cooperation is not acceptable, a medical cooperation will be terminated with a medical certificate.**

**What is the liability if a customer is injured?**

⇒ **If a contract has been concluded between the client and the personal trainer that clearly regulates the case of damage, the trainer has nothing to fear. If there is no contractual regulation, the trainer can also take out professional liability insurance**

**What to do in the event of a payment default?**

⇒ **Payment default can and should be contractually regulated. The payment method and the payment interval are determined before the start of the collaboration. If there is a payment default, the customer is contacted. If there is an ongoing problem, a reminder can be issued in the event of late payment.**

**Is a contract also valid without bank details?**

⇒ **A contract concluded between two parties is legally valid once it has been signed. This means that the contract is binding even without preliminary bank details and the contribution must be paid by the specified date.**