

THE DICTATOR™

THE ETIQUETTE

ACCESS

- *ALL PERSONAL TRAINERS, COACHES, THERAPEUTICS AND CLIENTS OF ALL AGES ARE WELCOME.
- *CAMERAS ARE PLACED INSIDE THE STUDIO AND OUTSIDE THE HOUSE. THE IMAGES CAN BE USED FOR YOUR PROTECTION.

OPENING HOURS

- *ALL SERVICES ARE PRACTICED ON APPOINTMENT. ALL APPOINTMENTS SHOULD BE ARRANGED AT THE DICTATOR'S INTERN BOOKING PLATFORM, OR BOOKED WITH THE PT. THE CLUB HOUSE IS OPEN EVERY DAY FROM 9:00 AM TILL 17:00 PM. WEEKENDS FROM 9:00 AM TILL 13:00 PM.
- *OPENING HOURS FOR PERSONAL TRAINERS, COACHES AND THERAPEUTICS: 24/7. CLOSED ON MONDAY.
- *AVAILABILITY OF SERVICES AFTER OPENING HOURS ON EXTRA CHARGES.
- *PICK-UP SERVICE 24/24, 7/7.
- *BAR L'ORDINE IS A (SEMI) SELF-CATERING BAR. WE OFFER COFFEE, TEA, WATER, FRESH (SEASONAL) JUICES AND LIGHT (HEALTH AND SPORT) SNACKS.
- *WHEN OUTSIDE TEMPERATURE REACHES 32 DEGREES, SERVICES WILL BE AVAILABLE FROM 6:30 AM TILL 13 O'CLOCK.
- *TWO TIMES A YEAR THE DICTATOR® ORGANISES A REFRESHING AND BIG CLEANING PERIOD. OUR SERVICES WILL BE NOT BE AVAILABLE DURING EACH PERIOD DURING SEVEN DAYS.

YOUR ARRIVAL TO THE DICTATOR®

- *WE KINDLY ASK OUR CLIENTELE TO ARRIVE FOR A PERSONAL TRAINING SESSION FIVE MINUTES IN ADVANCE SO TO BENEFIT FROM A SMALL WARMING-UP.
- *WHEN ARRIVING FIVE MIN. BEFORE YOUR APPOINTMENT WE ARE ABLE TO GIVE YOU A CUSTOMIZED AND UNIQUE EXPERIENCE.
- *A DELAY CAN, UNFORTUNATELY, NOT PROLONGATE YOUR SESSION.

DRESS CODE

- *PT STUDIO: SPORTS WEAR AND CLEAN FOOTWEAR FOR INSIDE TRAINING. FOR OTHER SERVICES: CLOTHING WHERE YOU FEEL BEST OR AS STATED ON THE PHONE
- *TOWEL, WATER AND TRAINING GLOVES ARE SUPPLIED DURING YOUR WORKOUT. DURING YOUR WORKOUT YOU ARE ALLOWED TO TAKE OFF SPORT SHOES BUT AT OWN RISK.

GENERAL SERVICE

*WE TRY TO MAKE EVERY CLIENT HAPPY WITH OUR SERVICES AND OVERALL CARE. IF YOU SHOULD BE DISSAPPOINTED BY ANY CHANCE, PLEASE LET US KNOW THROUGH E-MAIL INFO@THE-DICTATOR.COM OR PHONE +32 50 416 033. EVERY CONCERN WILL BE TREATED.

*SINCE BAR L'ORDINE WORKS WITH FRESH, SEASONAL INGREDIENTS, IT CAN TAKE SOME TIME TO SERVE YOU.

*THE DICTATOR® CAN ONLY ACCEPT LIMITED ACTIVE MEMBERS PER DAY, PER YEAR. THIS IS BECAUSE THERE IS ONLY LIMITED SPACE AVAILABLE IN THE CLUB, WHOM WORKS ON A 'MAN HOUR' SYSTEM.

* A MEMBERSHIP ONE YEAR DOES NOT GUARANTEE A NEW MEMBERSHIP THE NEXT YEAR.

*THERE IS A POSSIBLE ACTIVE WAITING LIST. WE DON'T DO THIS ON PURPOSE.

*WE OFFER WIFI CONNECTION, PARKING SPACE, SPORT CLOTHING SERVICE, SHOWER & BEAUTY AREA.

*THE DICTATOR® HAS A PRINTING, SPORT CLOTHING AND TRANSPORT PICK-UP SERVICE TO YOUR AVAILABILITY ON ADDITIONAL CHARGES.

*HOLIDAY PERIODS FOR STAFF ARE PLANNED IN FAVOR OF THE AGENDA OF ALL CLIENTS. WHEN YOUR TRAINER DOES NOT WORK, TOWN MEMBERS WILL BE NOTICED ON TIME SO TO SCHEDULE A FEW MORE TRAINING SESSIONS IF WISHED FOR.

*ALL ATHLETES SCHEDULE THEIR TRAINING SESSIONS ONE MONTH AND A HALF UPFRONT.

*ALL INFORMATION OF OUR MEMBERS IS DELIVERED WITH THE HIGHEST TRUST AND SAFETY PROTOCOL: BARELY ANY PERSONAL INFORMATION IS WRITTEN DOWN.

HEALTH CONDITIONS

*THANK YOU FOR COMMUNICATING EVERY HEALTH ISSUE: ALLERGIES, INJURIES AND OTHER. YOUR HEALTH IS OUR CONCERN. MAKE SURE TO COMMUNICATE EVERY PROBLEM ALSO WITH YOUR TRAINER.

INSURANCE

THE CLUB PROVIDES EVERY CLIENT A SPORTS INSURANCE ISSUED BY THE PROFESSIONAL BELGIAN FITNESS FEDERATION. THIS IS A SERVICE, NOT A RIGHT OBTAINED BY THE CLIENT. THE CLIENT CAN OBTAIN A COPY OF THE CONTRACT.

CANCELLATIONS

*'ROYAL' MEMBERS ARE BILLED 50 % AFTER THE 4TH TIME A CANCELLATION HAS OCCURED.

*SERVICES BY HELENA HERBOSCH FOR *THE DICTATOR™ ELITE* :
BILLED 75 % WHEN CANCELLING YOUR APPOINTMENT ONE WEEK PRIOR /
TWO TO FOUR WEEKS = 25 % BILLED /
MORE THAN FOUR WEEKS BEFORE THE APPOINTMENT = 0 %

*TRAVELLING SERVICE = CANCELLATION TWO MONTHS BEFORE WITH ZERO COST.

CANCELLATION ONE MONTH BEFORE = ACCOMODATION OF A HOTEL OR HOUSE RENTAL RE-IMBOURSEMENT WILL HAPPEN ACCORDING TO THE ESTABLISHMENT'S POLICY + A 10 % DICTATOR'S ADMINISTRATION COST.

POSTPONING YOUR TRAVELLING SERVICE TO A LATER MOMENT IS POSSIBLE IF ALL PARTIES AGREE. EXTRA COSTS ON BEHALF OF THE CLIENT.

*YOUR TRAINERS, COACHES AND THERAPEUTICS MIGHT HAVE THEIR OWN CANCELLATION POLICY. THE DICTATOR® WILL NOT INTERFERE WITHIN THE CONFINES OF SAID AGREEMENTS AND WILL NOT BE HELD RESPONSIBLE FOR ANY POSSIBLE DISAGREEMENT.

CHARITY

*A CAFFE SOSPESO: A COFFEE PAID IN ADVANCE AND OFFERED TO SOMEONE ELSE.

*WE WILL BE HAPPY TO DONATE € 25 TO THE CHARITY OF YOUR CHOICE FOR EVERY GOAL ACHIEVED (GOALS ARE NEGOTIABLE).

BAD BEHAVIOR

*THE DICTATOR RESERVES THE RIGHT OF REFUSING SERVICE AND CANCELLING ALL FURTHER APPOINTMENTS FOR CLIENTS WHO'S BEHAVIOR IS DISRESPECTFUL, DESTRUCTIVE OR AGGRESSIVE IN ANY WAY.

ADMINISTRATIVE CONDITIONS

*ALL PRICES ARE 21 % OR 6 % OF GOVERNMENT VAT INCLUDED, OR EXCLUDED WHEN STATED SPECIFICALLY.

*ONE BILLING ACCOUNT CAN BE CREATED FOR FAMILY MEMBERS LIVING ON ONE ADDRESS.

*SERVICES COMPLETED BY THE DICTATOR® WILL BE CHARGED ACCORDING THE CHOSEN SERVICE, BEING : PER TERM, AT THE BEGINNING OF THE MONTH, OR PAID IMMEDIATELY AT THE CLUB, AND / OR ACCORDING PAYMENTS CONDITIONS COMPLETED ON THE ORDER FORM. AN INVOICE CAN BE PROVIDED ON YOUR COMPANY NAME.

*THE CLUB IS NOT RESPONSIBLE FOR ACCIDENTS OR BAD BEHAVIOR CREATED BY YOUR TRAINER, COACH OR THERAPEUTIC (SEE: GENERAL SERVICE).