

General Terms and Conditions

Velocity Coaching

Personal training with clear agreements.

These terms form part of the 13-week personal-training programme offered by Velocity Coaching. The price, training frequency and start date are set out in the individual agreement with the client.

Version: 18 August 2026

1. About Velocity Coaching

Velocity Coaching is a sole proprietorship operated by Nathan van Eekelen, registered at Erich Salomonstraat 498, 1087 JA Amsterdam, the Netherlands, with the Dutch Chamber of Commerce under number 96675306 and VAT ID NL005224163B58.

Contact: nathanvaneekele@gmail.com | +31 6 16363845. Training sessions are normally provided at The Power Lifestyle, Daguerrestraat 140, 1087 DJ Amsterdam, or at another location agreed with the client.

2. Application and formation of the agreement

These General Terms and Conditions apply to personal-training services provided by Velocity Coaching to private consumers. The terms are made available before or when the agreement is concluded in a form the client can save.

An agreement is formed once the client and Velocity Coaching have agreed the programme and the client accepts the offer in writing, by email or in another clear manner. A free trial session does not oblige the client to enter into a paid programme.

The individual agreement states at least the selected package, price, start date and training frequency. If an individual agreement conflicts with these terms, the individual agreement prevails to the extent permitted by law.

3. The 13-week programme

A personal-training programme runs for 13 weeks from the agreed start date and ends automatically after that period. It is not automatically renewed. Any follow-on programme requires a new agreement.

The client receives the agreed number of sessions per week, normally 1 or 2. Exact session times are scheduled by mutual agreement. Results differ between individuals; Velocity Coaching cannot guarantee a specific training, weight or performance outcome.

4. Scheduling, rescheduling and cancellation of sessions

A scheduled session may be rescheduled without charge if the client gives at least 24 hours' notice before the agreed start time by email or another communication channel agreed with Velocity Coaching. The replacement session is scheduled by mutual agreement and subject to availability.

If the client cancels less than 24 hours before the start time, or does not attend without notice, the session counts as used. At such short notice the reserved time can generally no longer reasonably be reallocated. This rule does not apply where its application would be unacceptable in the specific circumstances under principles of reasonableness and fairness.

If the client arrives late, the session will normally still end at the originally agreed finishing time and counts as a full session.

If Velocity Coaching has to cancel a session, it does not count as used and a replacement session will be offered. Where necessary, the programme end date will be reasonably extended.

5. Payment

The price and any instalment arrangement are stated in the individual agreement. Consumer prices include VAT unless expressly stated otherwise.

Invoices must be paid within 14 days of the invoice date unless another payment date has been agreed in writing. Paying in instalments does not change the nature or duration of the 13-week programme.

If payment is late, the client will first receive a payment reminder allowing the legally required period to make payment without collection charges. Statutory interest and extrajudicial collection costs may only be charged afterwards and only to the extent permitted by law.

Velocity Coaching may temporarily suspend further sessions while an amount that is due remains unpaid after a reasonable reminder, unless suspension would be unreasonable in the circumstances.

6. Early termination by the client

The 13-week programme is intended as a continuous coaching programme. Nevertheless, the client may terminate the agreement at any time. A notice period of one month applies, starting on the day Velocity Coaching receives the notice. Notice does not have to take effect at the beginning or end of a calendar month.

During the notice period, the proportionate part of the agreed programme fee remains payable and the client may continue to use the scheduled services. No separate termination penalty is charged.

The agreement will never end later than the original end date of the 13-week programme. If the client has prepaid more than the amount ultimately due, Velocity Coaching will refund the amount attributable to the period after the termination date within 14 days, after deducting any amounts the client still lawfully owes.

If the client terminates before the start date, the same principles apply. To the extent the notice period ends before the start date, only reasonable costs already incurred and not reasonably avoidable are payable to the extent permitted by law.

7. Exceptional circumstances: pause or immediate termination

If an unexpected and serious personal circumstance makes it unreasonable or genuinely impracticable for the client to continue the programme, the client may ask to pause the programme or to end it without the normal notice period. Velocity Coaching will assess such a request reasonably and in consultation with the client.

Examples include a prolonged illness or injury that makes safe training impossible for a longer period, an unexpected relocation that makes training in Amsterdam no longer reasonably practicable, serious illness or death of a close family member with substantial consequences for the client, or another comparable serious circumstance.

Velocity Coaching may ask for reasonable supporting information where necessary, but will not request more medical or other sensitive information than is necessary. The client does not have to disclose a diagnosis.

If the programme is paused, the remaining sessions and end date will be moved forward reasonably. If the programme ends immediately, the client will only be charged for services already provided or otherwise lawfully due under these terms up to the termination date.

8. Statutory cooling-off period for distance or off-premises contracts

Where the agreement is concluded at a distance or away from business premises and a statutory cooling-off period applies, the client generally has 14 days to withdraw from the agreement without giving a reason.

If the client wants the services to begin during that cooling-off period, Velocity Coaching will request the express consent required by law. If the client then withdraws within the cooling-off period, the client only pays a proportionate amount for services supplied at the client's request up to that time.

Where the statutory right of withdrawal applies, the client will receive the legally required information about how to exercise that right. Nothing in this clause limits statutory consumer rights.

9. Health and safe participation

Personal training involves physical exertion. The client is responsible for informing the trainer, to the best of their knowledge, about injuries, limitations or other circumstances relevant to safe participation. The client does not need to provide more medical information than is necessary to adapt the training safely.

If the client is unsure whether exercise is medically appropriate, the client is advised to consult a doctor or other qualified healthcare professional before taking part. Velocity Coaching does not make medical diagnoses and personal training is not a substitute for medical treatment.

The client must follow reasonable safety instructions and use equipment as instructed. Velocity Coaching may adapt or stop an exercise or session where reasonably necessary for safety.

10. Liability

Velocity Coaching will provide the coaching with reasonable professional care and with the standard of care that may be expected from a reasonably competent and reasonably acting personal trainer. Sport and physical training nevertheless involve normal risks that cannot be entirely eliminated.

Velocity Coaching is not liable for damage insofar as it results solely from normal risks inherent in sport and physical training, failure to follow reasonable safety or training instructions, improper use of equipment contrary to instructions given, or failure to disclose limitations relevant to safe participation. This does not apply insofar as the damage was also caused by an attributable breach or unlawful act or omission by Velocity Coaching.

Velocity Coaching is not liable for loss, theft or damage to the client's personal belongings unless that loss or damage is attributable to Velocity Coaching.

If Velocity Coaching is liable for damage, its liability is limited to the sum insured that applies to the relevant loss under Velocity Coaching's business liability insurance policy in force at the time of the loss, plus the applicable deductible, insofar as such limitation is permitted by law.

The above limitations do not apply in cases of wilful misconduct or deliberate recklessness by Velocity Coaching, or insofar as liability may not be limited or excluded under mandatory law.

11. Unavailability and force majeure affecting Velocity Coaching

If Velocity Coaching is temporarily unable to provide a session due to illness, an emergency or another circumstance outside its reasonable control, the first step will be to reschedule the session. The client will not lose that session.

If continuing the programme becomes reasonably impossible for a longer period, the parties will discuss an appropriate extension or termination. Any prepaid amount for services that can no longer be supplied will be refunded proportionately.

12. Privacy

Velocity Coaching processes personal data in accordance with the privacy statement available on its website. Personal data is processed only insofar as necessary for the services, administration, communication and the other purposes described in that privacy statement.

13. Complaints

Complaints may be sent to nathanvaneekelen@gmail.com. Velocity Coaching aims to provide a substantive response as soon as possible and in any event within 14 days. If more time is needed, Velocity Coaching will notify the client within that period.

The parties will first try to resolve any dispute between themselves. This does not restrict the client's right to use any statutory complaint or legal remedy.

14. Changes to these terms

A new version of these General Terms and Conditions will in principle apply only to agreements entered into after the new version takes effect. Changes that disadvantage the client will not be imposed unilaterally on an ongoing programme, except where a change is necessary because of mandatory law and does not restrict the client's rights beyond what the law permits.

15. Governing law and final provisions

The agreement is governed by Dutch law. Any dispute will be submitted to the court that has jurisdiction under applicable law. Mandatory consumer protections remain fully applicable.

If any provision of these terms is invalid or unenforceable, the remaining provisions remain in force. The invalid provision may be replaced by a valid arrangement that reflects its purpose as closely as possible without restricting statutory consumer rights.

This English version is intended to correspond with the Dutch version of the General Terms and Conditions. Where interpretation is uncertain, the parties will apply the interpretation that is consistent with mandatory Dutch consumer law.