Terms and Conditions

Robuust Personal Training · Version 2.0 · October 2026 · effective date: 1 October 2026

This is a courtesy translation of the Dutch original. If there is any difference between the two, the Dutch version prevails.

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ARTICLE 1

Definitions

In these terms and conditions the following definitions apply:

– **Robuust / contractor:** Robuust Personal Training, a sole proprietorship of Tim van Egmond, registered with the Dutch Chamber of Commerce (KvK) under number 42007259.

– **Participant / client:** the natural person who takes a training session with Robuust Personal Training.

– **Training:** a Small Group Training or Personal Training session as offered by Robuust.

– **Intake:** a free introductory meeting of 30 minutes.

– **Robuuste Start:** a one-off programme of 3 one-on-one sessions of 60 minutes.

– **Intro lesson:** a one-off introductory group session.

– **Member:** a participant who has completed an intake and has agreed one or more fixed slots per week.

– **Fixed slot:** the agreed day and time at which a member trains every week. A member can have several fixed slots per week.

– **Drop-in:** a one-off group session, without intake or fixed slot, only if there is space.

– **Founding Member:** a participant who started as a Founding Member before 1 October 2026 and trains at the founding rate.

ARTICLE 2

Starting out and formation of the agreement

Starting out works as follows:

1. **Free intake (30 minutes):** getting to know each other, discussing goals and determining the suitable form of training. Non-binding and free of charge.
2. **Choose your start:** the participant chooses the Robuuste Start (recommended) or an Intro lesson. Both are one-off. The Robuuste Start is paid separately; the Intro lesson is included in the monthly settlement.
3. **Become a member:** the membership agreement is formed when the participant has fully completed the digital registration form, has accepted these terms and conditions, has given consent for direct debit (article 3) and one or more fixed slots per week have been agreed.

There is no subscription, no minimum term and no notice period. The participant pays per training that takes place.

Completing the health declaration is mandatory. If one or more answers are positive, Robuust will get in touch beforehand. In the case of existing injuries or medical conditions we decide together what is sensible. Where necessary we coordinate with the treating healthcare provider.

ARTICLE 3

Rates and payment

All rates include VAT. The current rates are shown on the pricing page of Robuust.

Per week. For both group training and one-on-one training, a rate applies for the first training of the week and a lower rate for the second training of the week. For each further training in the same week the rate of the second training applies.

Founding Members keep their founding rate for as long as they remain a member, subject to article 4.

Robuuste Start. The Robuuste Start is paid separately, before the first session. The costs are not offset against later trainings.

Intro lesson. The Intro lesson is included in the settlement of the month in which it takes place.

Payment for trainings. Robuust keeps track of trainings per month. At the end of the month Robuust collects, by direct debit (Moneybird), the amount for the trainings that took place in that month, including the Intro lesson, any drop-in trainings and trainings charged under article 4. The participant receives an invoice for this. When becoming a member, the participant gives consent for this by means of a mandate.

If a direct debit fails, the participant receives a reminder and a payment request. If payment is not received within 14 days after the reminder date, participation in trainings is suspended until the amount due has been paid.

Changes to rates or way of working. Robuust reserves the right to change rates and way of working. Participants will be informed in writing at least 30 days in advance. If a participant does not agree, he or she can stop as of the effective date of the change.

ARTICLE 4

Fixed slot, cancelling and not showing up

Fixed slot. Each member agrees one or more fixed slots per week. The intention is that the member attends every week.

Cancelling. If a member cannot attend, the member cancels at least 24 hours in advance via WhatsApp. No costs are charged for timely cancellation.

Cancelling too late or not showing up. If a member cancels too late or does not show up after confirmation, the training is charged at the applicable rate.

Training at a different time. In consultation the member can join another group session, if there is space (maximum 4 people). This training counts as that week's training.

Releasing the fixed slot. A fixed slot occupies a place in a small group or in the Robuust schedule. If a member is absent for six weeks in a row, even if they have cancelled, Robuust will discuss whether the fixed slot still fits and may release it. Priority on the fixed slot then lapses and training is possible again as a drop-in, until a new fixed slot has been agreed. In the case of longer absence announced in advance, such as holidays, illness or injury, we decide together what is reasonable.

Founding rate. The founding rate only lapses if a Founding Member is absent for six weeks without having announced this in advance. In the case of announced absence the rate is retained.

Stopping. A member can stop at any time by notifying this via WhatsApp or email, at least 24 hours before the next training. There is no notice period.

ARTICLE 5

Robuuste Start

The Robuuste Start consists of 3 one-on-one sessions of 60 minutes, focused on movement analysis, technique and a first plan. The Robuuste Start is one-off per person and is taken within 4 weeks after the first session. After that period the right to unused sessions lapses, unless otherwise agreed in consultation, for example in the case of illness or injury. The cancellation rules of article 4 apply. A session that is cancelled too late, or for which the participant does not show up, counts as used.

ARTICLE 6

Weather and trainer absence

In the case of cold, heavy rain, wind or a code orange or red warning, Robuust will try to move to a gym hall. If that is not possible, Robuust may cancel the training. Where possible, Robuust lets participants know via WhatsApp at least 24 hours in advance, and in the case of unforeseen circumstances at least 2 hours before the start, whether the training will take place outdoors, indoors or not at all. Nothing is charged for a cancelled training.

In the case of illness or unforeseen circumstances on the part of Robuust, the training will be rescheduled as soon as possible. If rescheduling is not possible, nothing is charged.

If a training does go ahead after confirmation, including when it has been moved to a gym hall, the cancellation rules of article 4 apply.

ARTICLE 7

Liability and health

Participation in trainings is at your own risk. Robuust is not liable for injuries, damage or loss of personal belongings during or around the training, except to the extent that the law does not allow this to be excluded, such as in the case of intent or gross negligence.

When registering, the participant declares that, to the best of his or her knowledge, he or she is in good health and able to take part in the trainings. The health declaration forms part of this. The participant reports new injuries or complaints to Robuust in good time.

Robuust advises participants to take out personal liability insurance.

ARTICLE 8

Privacy

Robuust processes participants' personal data solely for the performance of the agreement and for administration. Data is not shared with third parties unless this is required by law. The Robuust Privacy Statement applies to the processing. It is available on the website or on request from Robuust.

ARTICLE 9

Communication

Group communication and updates about trainings take place via WhatsApp. When registering, the participant agrees to be added to the relevant WhatsApp group for his or her fixed slot(s).

ARTICLE 10

Photos and video

Robuust may use photo and video material of trainings for marketing purposes, including the website and social media. The participant will be asked for permission before publication.

The participant has the right at any time to object to (future) use of material in which he or she is recognisable. An objection can be submitted via WhatsApp or email. Material that has already been published will be removed on request.

ARTICLE 11

Transition of existing participants

Participants who had a subscription under version 1.3 of these terms before 1 October 2026 move to this model as of 1 October 2026. The subscription, the notice period and the pause arrangement lapse. The direct debit remains, but from now on covers the actual number of trainings per month, in arrears. The participant gives consent again for this. Founding Members keep their founding rate.

ARTICLE 12

Applicable law and disputes

These terms and conditions are governed by Dutch law. Disputes between Robuust and the participant are first resolved through consultation. If the parties cannot reach agreement, the competent court in Amsterdam has jurisdiction to hear the dispute, unless mandatory law provides otherwise.

By ticking the declaration of agreement in the registration form, the participant declares to have read and agreed to these terms and conditions.

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