



Pro Perform Terms & Conditions

Complete Rugby Performance (CRP)

1. About These Terms

These terms apply when you buy or use Complete Rugby Performance from Craig Jones trading as Pro Perform (“we”, “us” or “our”), of 28 Slate Drive, Burbage, LE10 2QP. Read them before subscribing. The service is sold through <https://www.pro-perform.co.uk>, and your checkout or order confirmation contains the contact and payment details for your purchase.

Nothing in these terms removes rights you have under applicable consumer law.

2. Eligibility

CRP is available only to people aged 18 or over. We do not accept under-18s through the CRP checkout. We may cancel access and refund any unused amount if we reasonably believe an applicant is under 18.

3. What CRP Includes

CRP includes a player profile and goal-setting process, performance analysis, a structured rugby performance programme, position-aware and player-specific adjustments, weekly community check-ins, Discord support, a performance nutrition framework, a required initial programme setup call and optional progress-review calls after each later Performance Analysis.

CRP is coach-led online support, not unlimited one-to-one contact. Training and admin questions are normally answered within 24 hours. The community is not monitored as an emergency service.

Your programme may change because of your information, fixture schedule, equipment, readiness and progress. Results vary and are not guaranteed.

4. Contract and Access

Your order is an offer to buy CRP. A contract begins when payment is accepted and we send confirmation or provide access, whichever happens first.



You need a suitable device, internet connection and accurate contact details. Personal access is for you only. Tell us promptly if access fails.

We may make reasonable changes to content, delivery systems or session details to improve safety, comply with law, respond to rugby scheduling or maintain the service. We will explain a material change that affects what you bought.

5. Price, Billing and Renewal

CRP costs £60 per month or £600 per year unless the checkout clearly states a different promotional price. The selected plan and billing interval appear before payment.

Subscriptions renew automatically on the same interval until cancelled. We take payment using the method authorised at checkout.

If payment fails, we may notify you and allow up to seven days to correct it before suspending access. You remain responsible for amounts properly due.

6. Cooling-Off Rights

If you are a UK consumer buying online, you will generally have 14 days from the day after the contract is made to cancel without giving a reason, subject to the legal rules that apply to services and digital content.

If you expressly ask us to start coaching during that period and later cancel, we may deduct a proportionate amount for services supplied before cancellation. Where digital content begins immediately, the checkout may ask for your express consent and acknowledgement that the relevant cancellation right can be lost once supply begins.

To exercise a statutory cancellation right, send a clear cancellation statement to craig.jones@pro-perform.co.uk or call 07877 099449. Any refund due will be made using the original payment method and within the period required by law.

7. Ongoing Cancellation and Refunds

You may cancel at any time using the subscription-management option provided with your purchase, by emailing craig.jones@pro-perform.co.uk or by calling 07877 099449. Cancellation normally stops the next renewal, and access continues until the end of the paid billing period.

Payments already taken are not automatically refundable because you change your mind outside a statutory cancellation period. This does not affect refunds or remedies required by law, including where a service is not provided with reasonable care and skill or does not match the agreed description.

8. Your Responsibilities

- Provide complete and accurate profile, health, injury, schedule and training information.
- Tell the coach promptly when that information changes.
- Follow exercise instructions, loading limits and readiness rules, and stop when safety guidance tells you to stop.



- Use suitable facilities and equipment and follow local gym, club and venue rules.
- Behave respectfully and keep another member's information confidential.
- Seek appropriate professional care when pain, illness, symptoms or circumstances require it.

9. Health and Training Risk

Exercise and rugby carry inherent risks. Before starting, make sure the programme is suitable for you. If you have a medical condition, current injury, concerning symptoms, are returning after surgery or have been told to restrict exercise, obtain advice or clearance from an appropriate healthcare professional.

Stop and seek appropriate advice if you experience sharp or worsening pain, swelling, instability, dizziness, fainting, chest pain, unusual breathlessness or other concerning symptoms. For an emergency, contact the emergency services.

CRP coaching, performance analysis and nutrition information do not diagnose or treat a condition and do not replace a doctor, physiotherapist or registered dietitian.

10. Calls, Check-Ins and Communications

Weekly check-ins take place through the designated community channel. After receiving your private personal documents, complete the Player Profile. Your coach will schedule the Week 1 Performance Analysis for the next eligible no-match week; do not complete the tests after a match week. Once the profile and analysis are complete and your personalised programme has been sent, you must book the initial setup call to review your documents and confirm your Week 2 training start date. After each later Performance Analysis, you may book an optional progress-review call. Calls must be booked in advance. Give at least 24 hours' notice to reschedule. A replacement for a missed or late-cancelled call is subject to availability.

Keep urgent medical information out of routine community channels and use an appropriate medical service. We may move or remove content that is abusive, unsafe, unlawful or exposes another person's data.

11. Programme Materials and Intellectual Property

The programme, documents, videos, templates, branding and coaching materials belong to Pro Perform or its licensors. While your subscription is active, you receive a personal, limited, non-transferable licence to use them for your own training.

You must not copy, sell, publish, redistribute, upload publicly, share account access, share private community invitations or use the materials to coach others. Reasonable personal training notes are allowed.

Unless we state otherwise, access to hosted member materials ends when the paid access period ends. Files you lawfully downloaded remain subject to the personal-use restrictions above.



12. Suspension and Termination

We may suspend or end access for non-payment, serious or repeated breach, harassment, unlawful conduct, unsafe misuse or unauthorised sharing. Where reasonable, we will explain the issue and allow an opportunity to correct it.

If we end the service for reasons not caused by your breach, we will provide an appropriate refund for the unused paid period where required.

13. Liability

We are responsible for foreseeable loss caused by our breach of contract or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, business loss suffered by a consumer, or problems caused by inaccurate information, failure to follow safety guidance or events outside our reasonable control.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

14. Privacy

We handle personal data under the Privacy Policy in the other tab of this document. Health and injury information receives additional protection. Do not submit another person's data unless you are authorised to do so.

15. Complaints

Contact Craig Jones trading as Pro Perform by emailing craig.jones@pro-perform.co.uk, calling 07877 099449 or writing to 28 Slate Drive, Burbage, LE10 2QP. Explain the issue, the outcome you want and any relevant date or payment reference. We aim to acknowledge complaints within 24 hours and provide a substantive response as soon as reasonably possible.

16. General

If a court finds part of these terms unenforceable, the remaining terms continue. A delay in enforcing a right does not waive it. You may not transfer the contract without our agreement; we may transfer it only where this does not reduce your consumer rights.

These terms are governed by the laws of England and Wales. If you are a consumer elsewhere in the UK, mandatory local rights and court protections continue to apply.

Last updated: Aug 28, 2026