

Cancellation & Termination Policy

Cancellations

If the client has to cancel or reschedule any previously scheduled appointments, the client must contact the coach directly at least 12 hours in advance of the scheduled appointment.

If the client does not cancel or reschedule an appointment at least 12 hours in advance, the Coach reserves the right to charge a cancellation fee equivalent to a full personal training fee that would normally be charged for that training session.

If the client does not cancel or reschedule an appointment at least 12 hours in advance and the client has paid up front - one session payment will be taken due to cancellation.

If the client fails to appear for a scheduled appointment with no prior cancellation or communication, the Coach reserves the right to charge a no-show fee equivalent to the personal training fee that would have been charged for the training session. A no-show is considered 30+ mins past the scheduled appointment time, unless communication is received from the client prior to this.

All cancellations made more than 12 hours in advance by phone, text or email will not incur a fee and can be rescheduled for a later mutually agreeable date.

2:1 Training - A fixed weekly fee is charged for 2:1 training. Where only one party attends, the agreed total weekly rate will still apply..

Terminations

A minimum of one week's notice and a one-time termination payment equivalent to a full personal training fee is required for all ongoing PT terminations where a regular time slot was occupied.

Ongoing PT (Invoice payments)

One week's notice is required when terminating ongoing PT, a final termination fee equivalent to a full personal training session will be issued by invoice after the last attended session.

Ongoing PT (online subscription payments)

One week's notice is required when terminating ongoing PT, a final termination fee equivalent to a full personal training session charged automatically after the last attended session. Following this, the subscription will be cancelled.

Ongoing PT (packages)

In the week following the termination of ongoing PT sessions by the client, a refund of

any outstanding sessions will be processed. A final termination fee equivalent to a full personal training session will be deducted prior to any refund given.

Online Coaching

In the week following the termination of online coaching by the client, a termination payment equivalent to a one week subscription payment will be deducted prior to the subscription being cancelled.

Failed Payment Fees

Where any subscription payment fails, a onetime fee of \$5 will be charged.

By agreeing to these terms, the Client acknowledges that they have read and fully understand the scope and terms of this agreement.