



# Terms & Conditions of Personal Training at Female Training Centre

Please read through the terms and conditions of Personal Training with Female Training Centre. If you have any questions do not hesitate to contact [info@femaletrainingcentre.com](mailto:info@femaletrainingcentre.com) or speak to your trainer.

**Payment:** All payments for Personal Training sessions are to be made in advance. This can be done at the time of booking your single session or you can purchase a pack of sessions in advance. Single sessions have an expiry of 30 days from purchase and PT Packs have an expiry of 60 days from purchase.

**Cancelling or missing an appointment:** If you miss a scheduled appointment without notifying us, that session will be counted as used given that your trainer had already allocated the time in their schedule for your appointment. If you need to cancel your session you should do so within 18 hours of that session start time by logging in to your Client Portal, going to Reserved Classes and clicking Cancel. You should receive a confirmation text of your cancellation. If you cancel your session less than 18 hours before its' start time, that session will be counted as used (except under special circumstances or in case of emergency, subject to management's discretion).

**Rescheduling appointments:** We understand that sometimes you may need to reschedule an appointment. Provided you have notified your trainer within the cancellation policy time limit, you will be able to go back through the Personal Training Calendar to book another timeslot.

**Group Training:** If a single member of the group cancels or misses an appointment and the other members continue to train, that group member will forfeit that session regardless of any prior notice given. If all group members wish to cancel then the 'Cancelling or missing an appointment' terms above will apply.

**Trainer cancellation or missing an appointment:** In the event of unexpected absence, your trainer will contact you as soon as possible. If your trainer is absent due to a case of an emergency you will be contacted by the Personal Trainer or management, to explain the situation and you can reschedule the session with no penalty to yourself or to us.

**Trainer holidays and absences:** If your trainer is planning any prolonged absences from work they will discuss alternative personal training arrangements with you and you are welcome to book sessions with any other trainer to finish off an outstanding PT Pack. Refunds will not be given for sessions outstanding in this situation as we will make every effort to allow the use of the pre-paid sessions with any of our skilled trainers.

**Health concerns:** You must inform your trainer of any relevant injury or illness and will obtain a medical clearance from your medical specialist prior to beginning (or restarting) training if there are any medical concerns.

**Medical freeze option:** If you become ill or injured and have been advised by your doctor to temporarily discontinue training, you may freeze any remaining sessions for a period up to 3 months.

**Refunds:** If you have pre-purchased a PT session or PT pack and not commenced using it, you are able to ask for a refund at any time before the expiry date of that pack. No refunds will be given once a PT Pack had been used in part or in full.

**Terms and Conditions:** The terms and conditions stated herein will automatically be carried over to your new sessions upon expiry of the current package without the need for a new agreement to be signed and dated.

**Liability:** You accept that participating in exercise has a risk of causing injury, both minor and potentially major YOU ACCEPT THIS RISK AND ACCEPT FULL RESPONSIBILITY FOR YOUR EXERCISE AND TRAINING and have agreed to Female Training Centre's Exercise Liability Disclaimer.

You will in no way hold Female Training Centre, it's owners, staff, contractors or your trainer, liable for any injuries or illness sustained. You also agree that you have no undisclosed injury or illness that may affect your ability to undertake rigorous exercise and to the best of your knowledge you are ready and able to undertake this exercise program