personal**best**

Terms and Conditions

Training Packages
Training packages are to be paid for in advance.
Note: Trainers are paid via sessions billed. This is reliant upon clients having sessions in credit.

10 Session Packages
All 10 session packages may be paid for by EFTPOS, credit card (Visa, Mastercard or AMEX) or internet transfer. Note that payments made by Visa or Mastercard incur an additional 2.2% fee and payments made by AMEX incur an additional 3.5% fee. 10 session packages have a 12 month expiry.

Direct Debit (EzyDebit) Payments
Direct debit payments may be made from a bank account or from a credit card (Visa or Mastercard). Note that payments made by Visa or Mastercard incur an additional 2.2% fee. Direct debit payments require 1 week notice (prior to the direct debit date) to cancel, alter or place on hold. If a training session is missed, the missed session must be used within 2 weeks. If for any reason a direct debit payment is missed (without notice to place on hold), a fee will be charged by the direct debit company (Ezidebit).

Termination of a Training Package
All training packages are subject to a 48 hour cooling-off period. This period begins from the date and time of purchasing your package and concludes 48 hours after that. If you decide to cancel your training package during this 48 hour cooling-off period, you must do so in writing or email before the close of the cooling-off period. Note: You will be obligated to pay an administration fee of $75.00.

Should you need to cancel the training package due to ill health or incapacity prior to the sessions being used, you must give written notice of the termination and supply a medical certificate supporting your application for termination. Note: You will be obligated to pay an administration fee of $75.00. All training fees will be refunded within 14 days of termination of the training package.

It is a requirement that clients discontinuing training meet with the studio Team Leader to discuss their training.

Transfer of a Training Package
If you are unable to continue with your training package for any reason other than those mentioned above, you are entitled to transfer the training sessions to another person. Note: This will incur an administration fee of $35.00.

Session Cancellation Policy
The most important factor in improving health & fitness is consistency. ***Your degree of result is directly proportional to your level of commitment.***

At Personal Best we have an appointment system to ensure that you receive the best possible service. This however means that only a limited number of people can train at any one time. Your appointment is valuable. As a result it is necessary that you give notice of appointment changes. This policy applies to all appointments made with Personal Best.

Training Session Cancellations
- Appointments cancelled at least 24 hours prior to your scheduled appointment.   **Fee - Nil.**
- Appointments cancelled within 24 hours of your appointment.   **Fee - Full Fee.**

Note: If you are unable to attend your scheduled group session, you may re-schedule to another time within the following 7 days without loss, providing there is suitable availability.

Late Arrival to Personal Training Sessions
If you are late to a personal training session, all efforts will be made to provide you with a full session with your trainer. It may be necessary however, to complete a shortened session or finish the session without the direct supervision of your trainer.

Late Arrival to Group Training Sessions
Group training sessions need to finish at the designated time.

Pilates, Yoga or Stretch Classes
It is necessary that you arrive with adequate time to prepare your exercise space for your chosen Pilates, Yoga or Stretch class.

Marketing
Personal Best will often take before and after photos to help monitor your progress. These photos may be used for promotional/marketing purposes.

I have read and acknowledge the terms and conditions of the service provided to me and agree to abide by them.

Client Signature: _____   Date: _____/____/_____