

CANCELLATION TERMS & CONDITIONS & CANCELLATION POLICIES

Contents

SECTION 1: GENERAL CANCELLATION TERMS & POLICIES

Section 1.01 [General cancellation policies applicable to everyone.....pages 2-3](#)

Section 1.02 [How to cancel sessions.....page 4](#)

SECTION 2: PERSONAL & PRIVATE TRAINING

Section 2.01 [Personal Training & Youth Training Cancellation Policy.....page 4](#)

Section 2.02 [Private Training \(2-on-1, 3-on-1\) Cancellation Policy.....pages 4-5](#)

Section 2.03 [Exercise Physiology Cancellation Policypages 4-5](#)

SECTION 3: CLASSES

Section 3.01 [Class Cancellation Policy.....page 6](#)

SECTION 4: HEAT POLICY.....pages 6-7

SECTION 5: TRAINER'S CONTACT DETAILS.....page 7

SECTION 1: GENERAL CANCELLATION TERMS & POLICIES

While we recognise that unannounced events do occur from time to time, our business is built around appointments. From a business aspect when you make a commitment to train on a regular basis, that time is specifically reserved for you. When you cancel on short notice, it is usually impossible for us to schedule in another client who could use the time of the cancelled session. Please keep in mind that in addition to the time spent with you, we also spend extra time to set-up prior to your session and pack-up afterwards.

SECTION 1.01 GENERAL CANCELLATION POLICIES APPLICABLE TO EVERYONE

Public Holidays

Fitness Keeper is closed on all public holidays. If your weekly session would fall on a public holiday, it will not take place and there will be no cost incurred.

Inclement weather (outdoor sessions only)

Sessions continue rain, hail, or shine. However, if the weather is particularly dangerous (i.e. lightning storms), you will be notified via text message approximately 30-60 minutes prior to the session *only* if the session can no longer go ahead. Fitness Keeper will also cancel your session from your Mindbody schedule. You will not be charged for the session.

During heat & extreme heat (outdoor sessions only)

We reduce the intensity of the session and allow for longer rest periods and more water breaks during sessions that run in extreme heat. When the temperature hits 36 degrees, we have a separate cancellation policy. Please see page 6.

All sessions have different expiry dates

These dates are displayed before you make a purchase and we urge you to take note of this. It is up to you to ensure the sessions are used prior to the expiry date.

Payments

Sessions must be paid for prior to attending. We have a number of options for payment, including paying for casual sessions, packages, or agreeing to a direct debit arrangement.

Any payments which are not made prior to your session will be charged at the casual rate using your preferred payment method (credit/debit card or direct deposit from your bank). By not paying prior, you authorise Fitness Keeper to debit your session within 24 hours of your session occurring.

Fees

I understand that I will be notified if my credit/debit card or bank account payment fails to authorise for any reason, and that a \$2 fee will apply each time a transaction fails (due to insufficient funds, or incorrect details being supplied to Fitness Keeper). If a direct debit arrangement is set-up, each consecutive attempt to complete the transaction will occur 24 hours after the initial attempt. The fees will be automatically debited from my credit/debit card or bank account, or where we (Fitness Keeper)

cannot process the transaction, we will apply a fee against your Mindbody account to be paid at another time.

Cancellations or reschedules with short notice may be charged the full cost of the session. Please read the appropriate sections below as personal training and classes have different policies. If your session has not been paid in advance and you cancel late, Fitness Keeper is authorised to debit the client's credit/debit card or bank account, or where we (Fitness Keeper) cannot process the transaction, we will apply a fee against your Mindbody account to be paid at another time.

Payment methods

Fitness Keeper accepts major credit and debit cards (e.g. MasterCard, Visa). Payments via bank accounts are direct debited (either once-off or on a set schedule). All transactions will appear on your bank statements as EziDebit (not Fitness Keeper). We do not accept American Express, cheques, or cash payments.

Cancellation of direct debit

There are no cancellation fees for cancelling any direct debits and you can cancel at any time. However, a written cancellation request must be received by Fitness Keeper at least 14 days in advance of your next billing cycle to cancel (or suspend) direct debit set-ups.

Refunds

Australian consumer law states you must pay for services you've received. If you change your mind once the service has commenced, we do not provide a refund. For example, if you purchase a 10 pack of sessions, once you have completed 1 session, we do not deliver refunds on the remaining sessions. You are not entitled to a refund if you have changed your mind after a purchase is final. If you have changed your mind, while we cannot offer a refund, we can give you store credit less a \$5 admin fee. We are not entitled to refund you for payments made on unused sessions if you do not proceed after commencing. However, we can negotiate an extension or offer store credit if an acceptable reason is provided in writing *prior to* the expiration of services.

If you have made the wrong purchase, please contact Fitness Keeper to arrange change of service. If sessions do not meet your expectations, please contact Fitness Keeper. Should extreme unforeseen circumstances arise during which individuals are unable to continue to participate (e.g. extended illness), arrangements will be made at the discretion of Fitness Keeper on a case-by-case basis.

SECTION 1.02 HOW TO CANCEL SESSIONS

All cancellations should be made by logging into your account and clicking “cancel”.

Please note that depending on what type of training you are booked in for, different cut-off times are offered. See the following pages to find the service that is applicable to you.

If you cannot cancel online please contact 0419 391 302 by text message & send your full name, session cancellation date, and session time to Steph.

SECTION 2: PERSONAL & PRIVATE TRAINING

SECTION 2.01 PERSONAL TRAINING & YOUTH TRAINING CANCELLATION POLICY

CANCELLATION/RESCHEDULE – more than 24 hours notice: no charge.

CANCELLATION/RESCHEDULE – less than 24 hours notice: full session charge.

ARRIVING LATE – your session will still finish at the same allocated time – please notify us as soon as possible by phone if you know you will be running late.

NO SHOW – if you do not turn up after 10 minutes without any notice of being late – you will be classified as a “no show” and charged the full amount for the session. The trainer has the right to leave 10-15 minutes after the session was due to commence after attempting to contact you.

Cancellations should be made by logging into your account and clicking “cancel”.

SECTION 2.02 PRIVATE TRAINING (2-ON-1, 3-ON-1, 4-ON-1) CANCELLATION POLICY

CANCELLATIONS/RESCHEDULING: We treat rescheduling as a cancellation. All cancellations must be made online as possible so that the session can be redesigned effectively for the remaining participants in the group.

What happens when one person cancels in a group?

If one person cancels 24 hours before the session that person will not be charged. The remaining person(s) will be charged the applicable fee per person. E.g. if you originally have a group of 3, and one cancels, the remaining participants are charged the 2-on-1 rate. For any participants who cancel with less than 24 hours notice, they will still be charged the full amount.

What happens if the entire group cancels?

If the entire group cancels with more than 24 hours notice, nobody will be charged. If the entire group cancels with less than 24 hours notice, each person will be charged for the session at the full rate.

Fitness Keeper – Terms and Conditions

We suggest that if someone in the group knows they cannot attend, they let the rest of their group know so that the group can continue with a different rate, or cancel with no charge if enough notice is given.

LATE – your session will still finish at the same allocated time – please notify us as soon as possible by phone if you know you will be running late.

NO SHOW – if you do not turn up after 10 minutes without any notice of being late – you will be classified as a “no show” and charged the full amount for the session. The trainer has the right to leave 10-15 minutes after the session was due to commence.

Cancellations should be made by logging into your account and clicking “cancel”.

SECTION 2.03 EXERCISE PHYSIOLOGY CANCELLATION POLICY

CANCELLATION/RESCHEDULE – more than 24 hours notice: no charge.

CANCELLATION/RESCHEDULE – less than 24 hours notice: 50% of session charge.

ARRIVING LATE – your session will still finish at the same allocated time – please notify us as soon as possible by phone if you know you will be running late.

NO SHOW – if you do not turn up after 10 minutes without any notice of being late – you will be classified as a “no show” and charged the full amount for the session. The trainer has the right to leave 10-15 minutes after the session was due to commence after attempting to contact you.

Cancellations should be made by logging into your account and clicking “cancel”.

SECTION 3: CLASSES

Classes refer to the sessions on our class timetable (these may change from time to time):

- Boot camp
- Boxing Blast
- Group Fitness Class
- High Intensity Training

SECTION 3.01 CLASS CANCELLATION POLICY

LATE – your session will start and finish at the allocated times. Please conduct your own warm-up for 5 minutes if you arrive more than 5 minutes late.

ABSENT/NO SHOW –

- It is assumed all participants will attend all sessions they have booked in for.
- If you cannot make a session, you must cancel your session online as soon as possible. This ensures the session can be effectively redesigned for the remaining participants. It also allows any waitlisted clients into the class.
- The online booking/reservation system closes 60 minutes prior to the scheduled start time of each class. You must cancel online by clicking “cancel” prior to this cut-off if you cannot make a class. Should you miss the cut-off and not attend, you will be charged for the session. All cancellations with less than 60 min notice (including no shows) will be charged as if attended.
- No refunds or credits will be provided for the person who does not attend their nominated session.

SECTION 4: HEAT POLICY (outdoor sessions only)

Training on a hot day

When your session falls on a hot day, we will reduce the intensity of your session and allow for longer rest periods and more water breaks. Make sure you drink plenty of water leading up to your session to avoid dehydrating.

During extreme heat (36 degrees and above)

During extreme heat, we have a more flexible cancellation policy than usual. Please read the appropriate section/s below.

Sports Medicine Australia (SMA) recommends that when the temperature is 36+ combined with a relative humidity of 30% or more - exercise is stressful for most people and it is recommended that sessions are changed to cooler parts of the day or cancelled. Fitness Keeper's policy is based on the temperature being 36 degrees or above no matter what the relative humidity is.

Class Cancellations – Due To Heat

A client who is participating in a class (boot camp, boxing, core-abs, HIT, running club, strength class) must still cancel with at least 60 minutes notice. If the client does not cancel with more than 60 minutes notice online, the full amount of the session will be charged. If the trainer decides to cancel the class, you will be notified – read on below.

Private Training Cancellations – Due To Heat

Any personal training/private training clients (PT, 2-on-1, 3-on-1, 4-on-1, family fitness, etc.) may cancel within 1-2 hours before the session is due to commence if the temperature is above 36 degrees or is likely to reach that temperature.

How To Cancel – Due To Heat

When cancelling due to heat, cancellations can be made either online or via text message/phone call to the appropriate trainer.

Trainer Cancellations – Due To Heat

If the trainer believes it is too hot or unsafe to run the session, the trainer has the right to cancel with 1-2 hours notice. In this case the trainer will notify clients via phone call and text message. If it is a class, the trainer will also cancel the session online so that no bookings can be made.

SECTION 5: TRAINER’S CONTACT DETAILS

These numbers are *only* to be used to inform your trainer if you are running late, or if you need to cancel/reschedule with short notice (less than 24 hours).

Please contact Fitness Keeper to arrange session changes or for any other reason.

Steph Armstrong: 0419 391 302
Maebh Moriarty: 0409 125 990
Harry Vogler: 0448 432 674
Amy Mitchell: 0403 724 897
Andrew Bayliss-White: 0419 192 157
Hayden Gavine: 0432 218 341