

# Fighting Fit Fees, Missed Session/Cancellation Policies

## Missed Session for Group Fitness

If for some reason you can't attend one of your usual sessions, we give you the opportunity to have a 'make up' session, on the condition that:

1. Fighting Fit Personal Training is notified in advance of which session you wish to attend;
2. The session you want as a make-up session is not already full, and;
3. The make-up session is taken within a week of the missed session. This is due to programs already being prepared on a weekly basis, and will vary from week to week. Any missed sessions not used within 1 week will be forfeited.

## Cancellation of Session for Group Fitness

Minimum of 1 hours' notice for cancellation of session is required so that we can give other members the opportunity to train. This can be done via the Pencil In app. If you do not attend your session and have not cancelled it, the cost of the session will be forfeited.

## Missed Session for Personal Training

If for some reason you can't attend your Personal Training Session, we give you the opportunity to reschedule your session on the condition that Fighting Fit Personal Training is notified 24 hours in advance.

**Please note:** Notice is required to be given to our Team via email to [getintoit@fightingfitpt.com.au](mailto:getintoit@fightingfitpt.com.au)

If you do not attend your session and have not advised Fighting Fit Personal Training, the cost of the session will be forfeited.

## Cancellation of Session for Personal Training

24 hours' notice for cancellation of Personal Training session is required so that we can give other members the opportunity to train. If you do not attend your session and have not cancelled it, the cost of the session will be forfeited.

**Please note:** Notice is required to be given to our Team via email to [getintoit@fightingfitpt.com.au](mailto:getintoit@fightingfitpt.com.au)

## Missed Session for Semi Private Personal Training

If for some reason you can't attend one of your usual sessions, we give you the opportunity to have a 'make up' session, on the condition that;

1. Fighting Fit Personal Training is notified in advance of which session you wish to attend;
2. The session you want as a make-up session is not already full; and
3. The make-up session is taken within a week of the missed session. This is due to programs already being prepared on a weekly basis, and will vary from week to week. Any missed sessions not used within 1 week will be forfeited.

## Cancellation of Session for Semi Private Personal Training

24 hours' notice for cancellation of Personal Training session is required so that we can give other members the opportunity to train. If you do not attend your session and have not cancelled it, the cost of the session will be forfeited.

**Please note:** Notice is required to be given to our Team via email to [getintoit@fightingfitpt.com.au](mailto:getintoit@fightingfitpt.com.au)

## Membership Cancellation/Suspension Policy

Any Membership on direct debit which requires cancellation or suspension must be advised in writing with at least **7 business days' notice** to [getintoit@fightingfitpt.com.au](mailto:getintoit@fightingfitpt.com.au). This applies to GROUP FITNESS, SEMI PRIVATE PERSONAL TRAINING, PERSONAL TRAINING & ONLINE TRAINING.

Failure to do so may result in an additional payment being withdrawn from your nominated account if the debit is due within the 7day notice period.

A Fixed Term Membership ends when the minimum agreed term ends. The full amount of the minimum term is required and is not refundable.

We thank you for your understanding.



## Changes to Membership Frequency

Any change to GROUP FITNESS or SEMI PRIVATE PERSONAL TRAINING Membership on direct debit requiring change to frequency (no. of sessions per week) must be advised in writing with at least **7 business days' notice** to [getintoit@fightingfitpt.com.au](mailto:getintoit@fightingfitpt.com.au) to ensure the next debit is adjusted in time.

Failure to do so may result in an additional payment being withdrawn from your nominated account if the debit is due within the 7day notice period.

## Refund Policy

Memberships are strictly non-transferable and non-refundable.