

# FIGHTING FIT MISSED SESSION/CANCELLATION OF SESSION POLICIES

## Missed Session for Personal Training

If for some reason you can't attend one of your usual PT sessions, we give you the opportunity to reschedule your session on the condition that a minimum of 24 hours' notice is given.

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

A PT session with more than one client will still be charged in full if only one person attends.

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

## Cancellation of Session for Personal Training

24 hours' notice for cancellation of a 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 your regular session, we give you the opportunity to make up the missed session on any other day when sessions are running on the condition that the make-up session is taken within 2 weeks of the missed session. Any missed session not used within 2 weeks will be forfeited.

## Rescheduling a Session for Semi Private Personal Training

You can reschedule a Semi Private Personal Training session up to one hour before the session commencement time. If you do not attend your session and have not rescheduled it (or provided notice of cancellation), the cost of the session will be forfeited.

# MEMBERSHIP CANCELLATION/SUSPENSION POLICY

## Personal Training

7 days' notice to [rossana@fightingfitpt.com.au](mailto:rossana@fightingfitpt.com.au) is required for cancellation or suspension of a membership. Failure to do so may result in an additional payment being withdrawn from your nominated account if the debit is due within the 7day notice period.

No suspension during the minimum number of sessions as specified in the Personal Training pack purchased. Missed sessions\* during this period can either be made up at a later time or can be credited at the end of the bulk pack's session count.

**\*Subject to 24hour notice policy**

## Semi Private Personal Training

7 days' notice to [rossana@fightingfitpt.com.au](mailto:rossana@fightingfitpt.com.au) is required for cancellation or suspension of a membership. 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.

## Nutrition Coaching / Online Coaching

Nutrition Coaching / Online Coaching Is a Fixed Term Membership and ends when the minimum agreed term ends. The full amount of the minimum term is required and is not refundable. No suspension period during the minimum term period.

7 days' notice to [rossana@fightingfitpt.com.au](mailto:rossana@fightingfitpt.com.au) prior to commencement of the next monthly billing period is required for cancellation or suspension of a membership. 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.

If services are cancelled prior to the end of the billing month, the current billing month's payment is still required regardless of termination date within the month.

## Open Gym

Open Gym Is a Fixed Term Membership and ends when the minimum agreed term ends. The full amount of the minimum term is required and is not refundable.

Open Gym membership can be suspended for a maximum of 2 weeks during the minimum term period.

7 days' notice to [rossana@fightingfitpt.com.au](mailto:rossana@fightingfitpt.com.au) is required for cancellation or suspension of a membership. 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.

## Changes to Membership Frequency

A Membership on direct debit requiring change to membership plan or session frequency (no. of sessions per week) must be advised in writing with at least 7 days' notice to [rossana@fightingfitpt.com.au](mailto:rossana@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

All funds are strictly non-transferable and no refunds are provided for missed sessions.

Personal Training Bulk sessions expire within 12 months from date of purchase. Any sessions remaining after the expiry date will not be able to be redeemed or refunded.

There will be no prorated refunds for partial months for Nutrition Coaching & Online Coaching Services.