



Responsibilities, Rights and Cancellation Policy

Trainers Responsibilities:

1. The trainer will provide a personalised program of exercise based on the client's needs and goals.
2. Each session is typically 30 minutes to 1 hour long.
3. The trainer will provide guidance regarding proper exercise technique.
4. The trainer will maintain a record of client progress and provide necessary feedback.
5. The trainer will provide on-going evaluation and modification of the programme as necessary according to the client's progress, needs and goals.
6. If the trainer is late for any reason, that time is owed to the client.
7. The trainer will endeavour to notify the client four hours prior to a session if they intend to cancel.
8. All information relating to the client is confidential and will be treated in accordance with the Privacy Act.

Client Responsibilities:

1. For sessions on an on-going basis, payment must be received prior to the session. For block bookings, full payment must be made 7 days prior to the start of the first session.
2. Client is expected to discuss all health history information and any medical concerns with the trainer.
3. Client lateness is considered part of the session and is non-refundable (family emergencies or sudden illness will be exempt).
4. The client must give 24 hours' notice for session cancellation. Failure to do so will result in forfeiture of one session (family emergencies or sudden illness will be exempt).
5. The client will communicate any discomforts, pain or concerns experienced during or arising from a session.

6. If the client, for any reason, does not use all of their sessions in the block booking, no refund will be given.

In consideration of participation in a Personal Training Programme, the client understands that they must purchase a single session or package of training sessions (block booking) when purchasing a package of training sessions the client understands that this must be used in 3 months or sessions will be forfeited.

The client understands that the programme designed by the trainer is voluntary and I may be required to undergo a health and fitness assessment that will be fully explained to me and agrees to complete the medical history questionnaire/s accurately and completely including disclosure of any prescribed medications they are taking and any exercise or diet limitations they are aware of or have been informed of by their doctor and any changes that may occur.

The client understands that they have the right to stop at any time during a session and that they should inform the trainer immediately of any symptoms such as fatigue, shortness of breath or chest discomfort.

The client understands that exercise involves certain risks, including but not limited to, spinal injuries, heart attack, stroke, death and injuries to bones, joints or muscles, however they agree to voluntarily participation in the exercise programme and assume all risks.