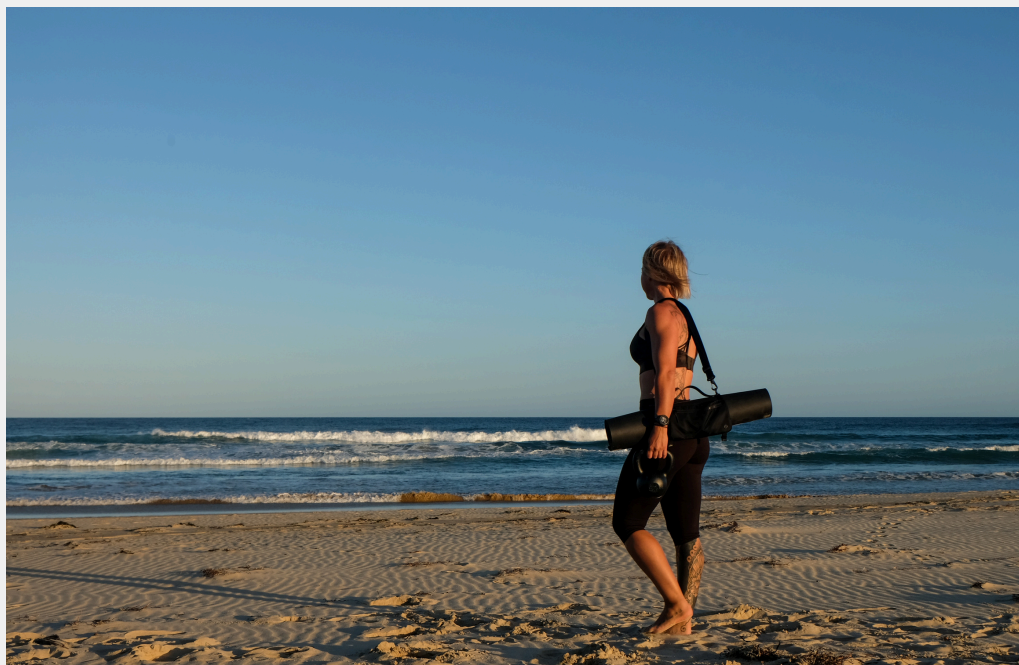


T S & C S



These Terms and Conditions apply to all services provided by *metamorph PT* to its clients. By engaging in our services, you agree to the terms and conditions outlined below. These terms are designed to ensure a professional and mutually beneficial relationship between our trainers and clients

SERVICES

Personal training sessions can be conducted at the client's home, gym, outdoor locations, or any agreed-upon venue.

Sessions include physical training, fitness assessments, nutrition guidance, and wellness advice tailored to each client's unique needs and goals.

CLIENT OBLIGATIONS

Clients must complete a health and fitness assessment before commencing training to ensure the safety and suitability of the program.

Clients are responsible for informing the trainer of any changes in their health status that may affect their ability to participate.

CLIENT OBLIGATIONS CONT.

Clients must wear appropriate fitness attire and bring any required equipment as discussed with the trainer. Generally, a full water bottle and a towel are required for every session.

BOOKING YOUR SESSIONS

All personal training sessions must be booked in advance through our online booking system or directly with your trainer.

A minimum of 24 hours' notice is required for scheduling, rescheduling, or cancelling a session.

Sessions are booked on a first-come, first-served basis. *metamorph PT* will make every effort to accommodate preferred time slots but cannot guarantee availability.

SESSION EXPIRY

Sessions purchased as part of a package must be used within the timeframe specified at the time of purchase, generally 12-18 weeks (depending on the quantity of sessions prepurchased) from the date of the first session. Unused sessions will expire after this period unless otherwise agreed in writing.

If you have purchased a package and are unable to complete your sessions within the timeframe due to medical or other personal reasons, *metamorph PT* are happy to negotiate a pause or extension to your package, within reason.

PAYMENT TERMS

Payment is due in full before the commencement of any session or package. Payment can be made via bank transfer, credit card, or any other method accepted by *metamorph PT*.

Packages and memberships are non-refundable and non-transferable unless otherwise stated.

All prices are subject to change, but clients will be notified of any changes in advance.

CANCELLATION & RESCHEDULING POLICY

Client Cancellations: Clients must provide at least 24 hours' notice to cancel or reschedule a session. If less than 24 hours' notice is provided, the session will be charged at the full rate.

Trainer Cancellations: If the trainer needs to cancel a session, clients will be given as much notice as possible and will be offered a complimentary rescheduled session at a mutually convenient time.

Late Arrivals

Personal Training Sessions: If a client arrives late for a one-on-one session, the session will still end at the scheduled time to ensure fairness to the next client, and the full session fee will be charged.

If the trainer is late, additional time will be added to the session or a complimentary extension will be offered.

Late Arrivals cont.

Group Classes: Clients arriving more than 10 minutes late for a group class may not be permitted to join for safety reasons and to avoid disruption to other participants. The session will be charged in full.

We advise arriving 5-10 minutes early to ensure a proper warm-up and avoid missing key components of the class.

REFUNDS

All payments made for sessions, packages, or memberships are final and non-refundable, except in cases of medical incapacity as verified by a physician.

In exceptional circumstances, such as relocation or permanent disability, *metamorph PT* may offer a partial refund or package transfer at its sole discretion.

HEALTH AND SAFETY

Clients must disclose any injuries, illnesses, or medical conditions that may impact their ability to train. *metamorph PT* is not liable for any injury or health issue arising from undisclosed conditions.

Clients are responsible for monitoring their own physical condition and are advised to seek medical consultation before starting any new fitness program.

The trainer reserves the right to stop a session if they believe it poses a health risk to the client.

LIABILITY WAIVER

metamorph PT and its trainers are not liable for any injury, loss, or damage resulting from the client's participation in personal training sessions unless caused by the gross negligence of the trainer.

By signing up for training services, clients acknowledge that they understand the risks involved in physical activity and exercise.

PRIVACY & CONFIDENTIALITY

metamorph PT collects personal information such as health details and fitness goals to provide tailored services. This information will be kept confidential and only shared with third parties with the client's consent.

metamorph PT complies with all relevant privacy and data protection legislation.

TERMINATION OF SERVICES

metamorph PT reserves the right to terminate services if a client fails to adhere to these terms and conditions or if their conduct is deemed inappropriate, abusive, or dangerous.

In cases of termination due to client misconduct, no refunds will be issued.

CHANGES TO TS & CS

metamorph PT reserves the right to modify these Terms and Conditions at any time. Clients will be notified of any significant changes via email or other communication channels.

ACCEPTANCE OF TERMS

By engaging in our services, clients acknowledge that they have read, understood, and agreed to these Terms and Conditions. If you have any questions or require clarification, please contact *metamorph PT* at hello@metamorph.net.au.

