

IMPACT.

COACHING

SINCE
2025

Impact Coaching Australia Personal Training Terms & Conditions

1. Introduction

These Terms & Conditions apply to all personal training services provided by Impact Coaching Australia ("Rob") to any individual or entity ("Client"). By engaging in personal training services, the Client agrees to the following terms and conditions.

2. Services Provided

The Trainer agrees to provide personalized training programs and sessions based on the Client's goals, fitness level, and medical history. The services include one-on-one training sessions, fitness assessments, program design, and ongoing support.

3. Payment Terms

*Session Rates: The rate for each session is \$65 per 45-minute session (unless stated otherwise).

*Payment Schedule: Payments must be made in advance. Payment can be made via cash, credit card, bank transfer or recurring direct debit

*Late Payments: Payments not received by the due date will result in the suspension of services until payment is made.

4. Cancellation & Rescheduling Policy

*24-Hour Cancellation Notice: The Client must provide at least 24 hours' notice to cancel or reschedule a session. Failure to provide adequate notice will result in the full session fee being charged.

*If you're late for your session, your session length may have to be deducted accordingly, and you will be charged at the scheduled rate. If you're more than a third of the session late (and provide no communication), the session may be cancelled, and you will be charged for the full session.

*Trainer Cancellations: If the Trainer needs to cancel a session, reasonable efforts will be made to reschedule the session at a mutually convenient time. No charges will be applied for such cancellations by the Trainer.

5. Termination of Services

*Client-Initiated Termination: The Client may terminate the personal training agreement by providing two weeks' notice to the Trainer.

Any remaining sessions that have been pre-paid will be completed by the client at a mutually convenient time within the notice period or otherwise be deemed forfeit.

*Trainer-Initiated Termination: The Trainer reserves the right to terminate the training agreement if the Client consistently fails to comply with the terms and conditions or if the Trainer determines that the services are no longer beneficial for the Client.

We may terminate this agreement immediately by written notice if you:

- Fail to pay any amount due;
- Breach any term of this agreement (including safety instructions or behaviour standards);
- Pose a safety risk to yourself, us, or others.

We may also terminate with 7 days written notice for any other reason. If we terminate without your breach, we will refund the unused portion of prepaid services (less any fair value for services already provided).

6. Refunds

We aim to provide professional, personalised training. To protect scheduled time and preparation, the following applies:

- **No refunds for change of mind** Payments for sessions, packages or programs are **non-refundable** if you change your mind, circumstances change, you relocate, don't attend, or don't achieve expected results.
- Nothing in this policy affects your rights under the Australian Consumer Law, which cannot be excluded.

7. Health and Safety

The Client must disclose any medical conditions, injuries, or health concerns prior to starting the training program. The Trainer is not a licensed medical professional, and any advice provided is not a substitute for medical advice. The Client is advised to seek medical clearance before beginning any exercise program.

8. Liability Waiver

The Client agrees to participate in the training sessions at their own risk. The Trainer is not liable for any injuries, health conditions, or damages that may occur during or as a result of the training sessions, except in cases of proven negligence by the Trainer.

9. Confidentiality

-All personal information provided by the Client will be kept confidential and will only be used for the purposes of providing personal training services.

10. Amendments

These Terms & Conditions may be amended by the Trainer with 2 weeks written notice to the Client.

Continued use of the training services after any amendments signifies acceptance of the revised terms.