

Active GC

Health & Fitness

GENERAL CANCELLATION TERMS & POLICIES

While we recognise that unannounced events do occur from time to time, our business is built around appointments. From a business aspect when you make a commitment to train, that time is specifically reserved for you. When you cancel on short notice, it is usually impossible for us to schedule in another client who could use the time of the cancelled session. Please keep in mind that in addition to the time spent with you, we also spend extra time to set-up prior to your session and pack-up afterwards.

Public Holidays: Activegc will advise all members in advance if sessions are scheduled for public holidays.

Inclement weather: We will endeavour to run sessions through most inclement weather. However, if grounds are closed by council or if the weather is particularly dangerous (lightning) or if ground conditions become too dangerous, you will be notified via text message approximately 30-60 minutes prior to the session. (Only if the session can no longer go ahead). You will not be charged for the session.

If a session begins and is cancelled for any of the above reasons within 20 minutes of its start time, then no cost will occur for the session. If a session is cancelled after 20 minutes of training has been completed, then no refunds will be provided.

Heat & extreme heat: We reduce the intensity of the session and allow for longer rest periods and more water breaks during sessions that run in extreme heat.

Payments: Sessions must be paid for **prior to** attending. We have a number of options for payment, including paying for casual sessions, packages, or agreeing to a direct debit arrangement.

Cancellations: All cancellations need to occur at least 9 hours before the scheduled start time of the session. Cancellations must be completed in writing via email to keith.webb@activegc.com.au

Refunds: Australian consumer law states you must pay for services you have received. If you change your mind once the service has commenced, we do not provide a refund. If sessions do not meet your expectations, please contact keith.webb@activegc.com.au to discuss in full.

Should extreme unforeseen circumstances arise during which individuals are unable to continue to participate (e.g., extended illness), arrangements will be made at the discretion of Activegc on a case-by-case basis.

Arriving Late – Your session will still finish at the same allocated time – please notify us as soon as possible by phone (Keith: 0438 890 379) if you know you will be running late.

No Show – If you do not turn up after 15 minutes without any notice of being late – you will be classified as a “no show” and charged the full amount for the session. The trainer has the right to leave 15 minutes after the session was due to commence after attempting to contact you.

Trainers Contact Details

Keith Webb

Mobile: 0438 890 379

Email: keith.webb@activegc.com.au