



Coach Wendy Maree

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TERMS & CONDITIONS

1. REFUNDS. All payments are non-refundable. No refunds will be provided on any unused portion of Programs, Online Programs, Packages, Memberships, Recurring Payments, Products, or Coaching services. Coach Wendy Maree reserves the right to waive the refund policy in extenuating circumstances.

2. MEMBERSHIPS and RECURRING PAYMENT/INSTALMENT PLANS. Applicable minimum commitment periods are specified in individual pricing plans and offers. Recurring payments are debited using your chosen payment method during the minimum commitment period and then continue until cancelled. You may cancel at any time once the applicable minimum commitment period has expired with seven (7) Days' Notice in writing. Memberships/recurring payments may be suspended for up to a total of 6 weeks per year with 7 Days' Notice prior to each occurrence.

3. CANCELLATION / RESCHEDULE POLICY. Personal Training and Coaching memberships and recurring payments include an allocated weekly time slot with the ability to reschedule sessions with 12 Hours' Notice via SMS, Phone, Email, or Messenger to Coach Wendy Maree. Missed sessions can be rescheduled to another day/time (other than your next weekly session) within 2 weeks of the missed session (subject to availability). If you don't reschedule your missed session within the 2 weeks the payment and session will be forfeited. The session and session fee will be forfeited for short-notice (less than 12 hours' notice) or no-shows. Coach Wendy Maree reserves the right to waive the Cancellation/Reschedule Policy in extenuating circumstances. In the event your session falls on a Public Holiday options can be discussed on an individual basis.

4. CASUAL PT. Casual sessions require up-front payment and can only be booked up to 14 Days in advance subject to availability. Casual sessions must be used within 1 month of purchase. Clause 3 - Cancellation / Reschedule Policy applies.

5. MEDICAL. For personal training sessions (in-person or online), if you are unable to exercise for seven days or more due to injury or medical condition as recommended by a Medical or Allied Health Practitioner (specifically General Practitioner, Surgeon, Psychiatrist, Physiotherapist, Exercise Physiologist, Osteopath, Podiatrist, or Chiropractor), your membership/recurring payment may be suspended upon provision of a medical certificate stating that you are unable to exercise. However, I can work together with your practitioner as listed herein where required to help facilitate your recovery and rehabilitation in line with your practitioner's recommendations. Please do not attend in-person sessions if you are sick or Covid Positive. You may reschedule as per Clause 3 - Cancellation / Reschedule Policy, or swap to Online Sessions (based on the equipment you have available).

6. PRE-EXERCISE SCREENING. Prior to commencing any exercise program with Coach Wendy Maree, all clients must complete and sign the industry-standard Pre-Exercise Screening form and waiver as provided by Coach Wendy Maree. If you tick Yes to any of the 6 questions in the pre-exercise screening form, you must provide medical clearance prior to commencing as per Clause 5 - Medical. These documents must be answered truthfully without withholding any information that could affect your personal exercise plan. You must notify Coach Wendy Maree of any change/s in your medical status prior to your next training session.

7. WEIGHT LOSS. While regular training may help with fat reduction, weight loss, and body composition goals, individual results may vary. Weight Loss is multi-factorial and depends on several related lifestyle and health factors. Nutrition and health coaching is offered separately and not included in Personal Training. A medical checkup with blood tests including nutrition panel is recommended prior to starting an exercise program to create benchmarks and help with any health conditions that may hinder your weight loss goals.