



TERMS + CONDITIONS

Classes

- Allow 45 minutes for your class - it means you are ready for your warm-up and have checked in, as per Covid-19 guidelines
- All equipment is provided (mats, small apparatus) BYO towel
- Please wear comfortable exercise clothing, socks MUST be worn at all times.
- Grip socks are required to be worn for all Clinical Pilates Mat and Reformer classes (for your own safety and hygiene purposes) grip socks are available to be purchased at Fortitude Physiotherapy & Pilates Studio

Payment

- All Pilates classes must be pre booked and prepaid using our online booking system.
- Bookings and payments can be made online.
- Physiotherapy appointments are paid for at the time of the appointment. Private health fund rebates are available, please present your health fund card for instant rebates. Without your

health fund card appointments will be paid in full with an electronic invoice provided for claiming.

Clinical Pilates & Group exercise Packs

- Clinical Pilates packs are for Clinical Pilates only, they are non-transferable and cannot be used by another person. An initial assessment is required if it is your first Clinical Pilates class.
- Clinical Pilates packs expire **SIX MONTHS** from the date of purchase.
- We do refund for change of mind, if it is your first time trialling pilates, we recommend coming (and loving!) our classes for at least a three week period and then purchasing your Pilates Class pack.

Bookings, attendance & waitlists

- In the event of unforeseen circumstances Fortitude Physiotherapy & Pilates Studio reserves the right to cancel a class at any time. In this rare instance you will be notified via phone or email.
- If a class you particularly want is fully booked please sign up for the waiting list. Due to our 24 hr cancellation policy there is movement in the classes. Should a place become available then you will receive either an email or text from us offering you a place in the class. If within 12 hours of class and a spot becomes available to you this is treated as a normal booking. Please respond to the text message confirming or denying your spot in class, if you cannot make it, your place will be offered to the next client. Failure to respond to the waitlist offer will be treated as a regular booking and result in a lost session. Please ensure your contact

notifications are switched on to ensure you receive alerts regarding waitlists. We take no responsibility if these have been switched off and you miss a class.

- Out of consideration for the Trainer, other clients, and also for your own safety, the warm-up is an important aspect of each

class. Please be aware that if you are more than 5 minutes late for a class, you may not be able to train.

- Sessions are not transferable to another individual and CANNOT under any circumstances be used by another person. If someone other than the person booked into the class arrives to use the session, they will be asked to create an account and purchase their own sessions.
- New clients will be asked to fill out a consent/waiver form on arrival.

Pregnancy & Post Natal Bookings

- Pregnant clients are welcome to attend Group classes as long as they are feeling well. If uncomfortable lying on your back please do not book into Reformer classes. If significant modifications are required Clinical Classes should be booked (following an assessment).
- If less than 6 months post natal, clients must book in for a Women's Health or Clinical Initial Assessment with Kristy before commencing any classes.

Cancellation & Refunds

- We understand that we live busy and often unpredictable lives, however to ensure we are fair and consistent with all clients no exceptions will be made to our Cancellation Policy.
- If an appointment is canceled with more than 24 hours notice you will be credited to the same value to be used at another time that suits you. Canceling due to illness after 24 hours, simply forgetting or 'no showing' an appointment/class will result in the forfeiting of that class session, you will not be refunded or credited to attend another class. Appointments include Private Pilates and Duet sessions.
- Class Cancellations via email or phone will not be processed, please cancel online.
- We do not give refunds for changing your mind.

- All classes and sessions are non-transferable and non-refundable.
- If you are on a class waitlist and receive confirmation of a class spot and fail to accept within 12 hours of class this is a late cancellation. If you are unable to accept a spot in class remove yourself outside of the 12 hour window to avoid late fees.

Pricing Policy

All prices are in Australian dollars (AUD) and include GST (Goods and Services Tax). Please note that Physiotherapy and Clinical Exercise & Pilates sessions do not incur GST (Goods and Services Tax). All transactions are processed in AUD.

Privacy Policy

Fortitude Physiotherapy & Pilates Studio respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). Our Privacy Policy sets out how we collect and treat your personal information. Any information we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone.

Personal Agreement/Belongings

I agree that Fortitude Physiotherapy & Pilates Studio is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes may be physically strenuous and I voluntarily participate in them with full knowledge that there is risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Fortitude Physiotherapy & Pilates Studio or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

Fortitude Physiotherapy & Pilates Studio does not assume responsibility for any lost or stolen personal property. If you do become the victim of a theft, immediately report it to a Fortitude Physiotherapy & Pilates Studio staff member.

Promotions

All promotions are subject to availability and inventory. Fortitude Physiotherapy & Pilates Studio reserves the right to change, alter, or cancel promotions at any time without notice.

Links to Third-Party sites

Linked sites are not under the control of Fortitude Physiotherapy & Pilates Studio and Fortitude Physiotherapy & Pilates Studio is not responsible for the contents of any linked site or any link contained in a linked site.

Fortitude Physiotherapy & Pilates Studio provides links to you only as a convenience, and the inclusion of any link does not imply endorsement by the Fortitude Physiotherapy & Pilates Studio of the site.

Disclaimer

The Studio's website is continuously updated with new information, and every possible care is taken to keep all information on this site as current as possible, Fortitude Physiotherapy & Pilates Studio will in no way be held responsible

for any liability that stems from the use of the information supplied on this website.

Financial Arrangements

HICAPS and EFTPOS facilities are available for automatic claiming through your private health fund. If you do not have your health fund card, we will provide you with a receipt to self-claim.

Work Cover, Third Party Insurance and DVA patient accounts will be sent directly to the

appropriate body. Paperwork for individual cases should be presented at the first appointment.

For Insurance claims, if liability for payment of treatment is ceased or denied you will be liable to pay any outstanding costs for treatment and will do so within 14 days of notice.

Late cancellations/No shows/Waitlists

Photographs/Videos/Social Media

Unless Fortitude Physiotherapy & Pilates Studio receives written notification to the contrary, by booking into a class at Fortitude Physiotherapy & Pilates Studio it is assumed that you give permission for Fortitude Physiotherapy & Pilates Studio to take photographs and videos of classes in action. It is also assumed that you give permission for said photos/videos to be used for promotional and advertising purposes for Fortitude Physiotherapy & Pilates Studio, including but not limited to print media, marketing or promotional material online, or Fortitude Physiotherapy & Pilates Studio website and social media. We thank you for your help in providing much valuable promotional material for our small business.

Liability Waiver

All exercise programs involve a risk of injury. By choosing to participate in Clinical Exercise and

Group classes, you voluntarily assume a certain risk of injury.

By attending Fortitude Physiotherapy & Pilates Studio appointments or classes, I affirm that I am solely responsible for my health and wellbeing, as well as my decisions to practice Clinical Exercise or Group Classes. I agree to inform my Pilates

instructor of any activities or movements, which I feel could cause injury to myself. I understand

that Pilates is not recommended and is not safe under certain medical conditions. I do not have

any physical conditions of disability that would limit my participation or preclude an exercise

program.

Fortitude Physiotherapy & Pilates Studio shall not be held liable for any injury, loss or damage to property and/or persons sustained during or as a result of participation in Fortitude Physiotherapy & Pilates Studio Pilates classes.

By booking into a class or making an appointment you automatically agree to the above Terms & Conditions