

This policy governs all Personal Training, Duo Training, and associated packaged services provided by Fit Studio.

1. Mandatory Consultation and Assessment

1.1. **Initial Requirement:** Before any client is permitted to purchase or book their *first* personal training session, they must complete a mandatory 30-minute Initial Consultation and Fitness Assessment with their assigned trainer. 1.2. **Purpose:** This 30-minute session is necessary for the trainer to: Review the client's medical history, goals, and lifestyle (PAR-Q completion). Confirm that the client's needs fall within the trainer's scope of practice. 1.3. **Payment and Scheduling:** The Initial Consultation must be booked and paid for separately. Future training sessions cannot be booked until this mandatory consultation is complete and the trainer has approved the service. 1.4. **Medical Clearance:** If the consultation reveals any complex health issues or concerns, the client will be required to provide **written medical clearance (sign-off)** from a relevant health professional before any physical training sessions can commence.

2. Session Types and Expiration (Revised)

2.1. **Session Types:** Clients may purchase **individual (single) sessions** or discounted **session packs** (e.g., 5-pack, 10-pack). 2.2. **Expiration of Packs:** Session packs are subject to strict expiry dates from the **date of purchase**. * **5-Session Pack:** Expires within 3 months. * **10-Session Pack:** Expires within 6 months. 2.3. **Forfeiture:** Unused sessions that pass the expiration date will be forfeited without refund, credit, or extension. Single session purchases do not expire. 2.4. **Medical Exception:** Extensions are granted solely for debilitating, long-term medical conditions, upon submission of current written medical evidence.

3. Scheduling and Cancellation

3.1. **Cancellation Policy:** A minimum of 24 hours' notice is required to cancel or reschedule a confirmed Personal Training or Duo Training session. 3.2. **Late Cancellation/No-Show:** Cancellations received with less than 24 hours' notice, or failure to attend a scheduled session, will result in the forfeiture of the full session credit without exception. 3.3. **Punctuality:** Sessions will start and end promptly at the scheduled time. If the client arrives late, the session will be shortened accordingly, and the full session credit will be used. 3.4. **Trainer Cancellation:** If the trainer needs to cancel, the client will be notified immediately, and the session credit will be immediately returned to the client's account for rebooking.

4. Health, Risk, and Liability

4.1. **Assumption of Risk:** The client acknowledges the inherent risks of physical training and voluntarily assumes those risks. The client agrees that they are exercising at their own sole risk and responsibility. 4.2. **Trainer Scope:** Our Personal Trainers are certified fitness professionals. However, they **are not licensed dietitians, doctors, physical therapists, or specialists for complex medical conditions**. Advice given is not a substitute for professional medical guidance. 4.3. **Refusal of Service:** The trainer reserves the right to immediately terminate or refuse a session or package purchase if they determine the client's physical condition or behaviour poses an unacceptable safety risk or exceeds the scope of their professional training.

5. Financial Terms

5.1. **Non-Refundable:** All Personal Training session purchases and packs are non-refundable and non-transferable to any other person. 5.2. **Payment:** All sessions and consultation fees must be paid in full prior to the session start time.