



Terms and Conditions – Personal Training & Classes

1. By commencing Personal Training or Exercise Classes you confirm that you are in good physical condition and you know of no medical or other reason why you cannot or should not do active exercise. If you have any doubts, we strongly urge you to seek expert advice before starting the exercise classes.
2. Classes are booked online via <http://healthquarters.ptminder.com>. New users will need to register with an email and password. You can download the free 'PT Minder' app to book classes via your smart phone.
3. If you are experiencing issues with booking online, please send an SMS to 0418 49 00 62 to book in.
4. Personal Training and Exercise Classes start at the scheduled time. It is recommended you arrive a few mins early so as not to miss the start of your session or class for the essential warm up.
5. If for any reason you need to cancel, as a professional courtesy, a cancellation fee will apply for Personal Training sessions and Exercise Classes cancelled within 10 hours of the start time.
6. If an exercise is uncomfortable or painful, or you wish to stop for any reason, please let your trainer know.
7. Should you need to leave a Personal Training Session or an Exercise Class early, please advise the trainer at the start of the class.
8. You are what you eat and your nutrition, sleep and lifestyle play an important role in enabling you to gain the most benefit from the classes. Should you wish to have a nutrition and lifestyle consultation, please contact Healthquarters.
9. Advance payment for all classes is required. Classes can be paid on a casual per class basis or via a class package or membership. Contact Healthquarters for more info or go to <http://healthquarters.ptminder.com>.
10. Please wear comfortable and suitable closed toe training shoes at all times during the classes. Wear comfortable and suitable clothing to suit the weather and environment. Bring along your own towel and water bottle to all classes. Class mats are provided.
11. Do not attend class if you have an infection, contagious illness or physical ailment, or there is any other risk, however small, to other members.
12. All unused classes on a class pass will be forfeited after their expiry date.

By attending an Exercise Class or Personal Training session you agree to these terms and conditions.



Terms and Conditions – Exercise Class Membership

Paying for ongoing memberships

You pay fees for ongoing memberships in advance each week, by direct debit from a credit card.

Meeting your responsibilities

You must make sure:

- your account can accept direct debits (your financial institution can confirm this)
- there is enough money in your account on the payment day and the next 5 days
- you tell us if you are transferring or closing your account, at least 48 hours before your next direct debit
- you tell us about any changes to your credit card, such as its expiry date or number, at least 48 hours before your next direct debit.

What happens if your payment is late or fails?

Losing your Access

If you do not fully pay your fees on the due date, we will suspend your access to classes if no payment has been received by 14-days past the due date.

Staying up to date with our terms

We may sometimes add to, change or remove our terms and conditions.

Being notified about changes

We will give you at least 28 days notice of any changes, for instance by:

- phoning you or writing to the email you last gave us.

Using a ‘time freeze’

You can freeze your membership from 1 or more weeks, up to a maximum of 8 weeks each calendar year. We require at least 7-days’ notice to time freeze your membership.

Understanding the conditions

Before freezing your membership, you must make sure your fees are up to date and you don’t owe us any money. Note that we cannot backdate any time freeze requests. You must request a freeze when you need it.