

## PHYSIO EXERCISE MEMBERSHIP 2023: TERMS AND CONDITIONS

REVISED 23.01.23

### MEMBERSHIP DETAILS:

1. A Physio Exercise term runs for 12 weeks, unless otherwise communicated.
2. Price for a 12 week term is \$600, with a saving of \$60. \$60 saving applied to full 12 week term payments only.
3. a. A term membership entitles you to 1 x permanent class booking each week for the duration of the term.  
b. Where places are available, up to 2 x additional class bookings can be made per week.
4. Additional bookings can only be made up to a week in advance at Reception, or by calling 95969110.
5. A Physio Exercise assessment is required before starting a membership. An assessment with one of our specialised practitioners can be booked at Reception, or by calling 95969110.
6. If a new membership is started during the term, price is calculated on a pro rata basis. \$55 per week for the remainder of weeks in the term.
7. 'Pay as you go' term memberships are available at \$55 per week and entitle you to 1 x permanent class booking each week. To retain a 'Pay as you go' membership you must attend at least 9 of your permanent class bookings. No additional or casual class bookings can be made.
8. Physio Exercise memberships are non-refundable, and classes must be used within the term they were purchased.

### CLASS ABSENCES:

9. You must give at least 12 hours' notice if you will be away or need to cancel your Physio Exercise class booking. If you will be away sick, please call reception or email [physiosports@physiosports.com.au](mailto:physiosports@physiosports.com.au) to let us know prior to the class.
10. If you plan to be away during the term, please advise Reception at the start of term / time of payment. You will be able to book in a second permanent spot for each week you are away. Bookings can be made at time of payment. No discounts or refunds due to holidays are available.
11. If you miss multiple classes due to injury or serious illness, please advise the Practice Manager [alice@physiosports.com.au](mailto:alice@physiosports.com.au) as soon as possible and they will assess your situation on an individual basis.
12. If your permanent class falls on a public holiday, you will be able to book a make-up class in the affected week. Make-up bookings subject to availability.

### CASUAL BOOKINGS:

13. Physio Exercise classes can be booked casually at \$55 a class.
14. A Physio Exercise assessment is required before booking a casual class.

15. An EPC (Enhanced Primary Care) plan can be used to pay for a casual Physio Exercise class and will pay \$55.10.

**UNSUPERVISED PHYSIO EXERCISE:**

16. Unsupervised use of the Physio Exercise room is available to Physiosports patients during scheduled times.
17. Unsupervised classes can be booked casually at \$25 a class or booked as part of a term membership. Please note that unsupervised Physio Exercise classes cannot be claimed through your private health insurance.
18. Your Physio will need to confirm that this is suitable for you before signing up for any unsupervised classes.
19. You must have a current program and sign a waiver form prior to commencing unsupervised Physio Exercise.

**PRIVATE HEALTH:**

20. Physio Exercise classes can be claimed through most private health insurance funds. If requested, we will provide you with a tax receipt after 10 sessions in total. This includes both permanent and casual sessions. Unsupervised sessions cannot be claimed through private health.

**TAC / WORKCOVER:**

21. Physio Exercise memberships are available to Workcover / TAC patients but will need to be paid on a week to week basis. Workcover / TAC patients can book into a permanent spot each week and access 2 x additional classes where available.