



## ELEVATE MEMBERSHIP: TERMS & CONDITIONS

### 1. Membership Structure (Elevate)

- **Price:** \$90/week, billed at \$360/every four weeks via direct debit.
- **Benefits:**
  - One permanent spot in a Supervised Physio Exercise class per week.
  - Up to 2 additional Supervised Physio Exercise classes per week, subject to availability.
  - Unlimited Unsupervised sessions, subject to availability.

### 2. Terms and Direct Debit (Elevate)

- **Billing Frequency:** Memberships are billed in advance every four weeks (28 days).
- **Payment Method:** All payments must be made via direct debit from your nominated bank account. You will be required to complete a Direct Debit Request (DDR) form prior to your membership starting.
- **Failed or Missed Payments:** If a scheduled payment fails due to insufficient funds, or other issues, you will be notified via email. Your membership may be suspended immediately until the outstanding balance is paid in full.
- **Pro-Rata Start:** If a member begins their **Elevate Membership** partway through a billing cycle, the first payment will be calculated on a pro-rata basis at \$90 per week. The full monthly rate of \$360 will apply from the start of the next full billing cycle.
- **Updating Payment Details:** It is your responsibility to ensure your payment details are up to date. To update or change your payment method, please contact [accounts@physiosports.com.au](mailto:accounts@physiosports.com.au) at least 7 business days before the next scheduled payment.
- **No Refunds:** Physiosports does not provide refunds for missed sessions or unused services. It is the member's responsibility to make use of their allocated sessions.

### 3. Class Bookings (Elevate)

- **Permanent Supervised Class:** Each **Elevate** member is allocated one permanent Supervised Physio Exercise class per week, which is held for them on an ongoing basis.
- **Additional Supervised & Unsupervised Sessions:** All other Supervised Physio Exercise (additional to the permanent spot) and Unsupervised sessions must be pre-booked and are subject to availability. These additional sessions can only be booked up to one week in advance.
- **Maximum Class Size:** All Supervised Physio Exercise classes are limited to a maximum of 6 participants.

- **Waitlist Notifications:** If a class is fully booked, you can request to be added to the waitlist. If a spot becomes available, Reception will contact you to offer the available place. Waitlist opportunities are offered on a first-come, first-served basis, and may be offered via phone or text.

#### 4. Cancellations (Elevate)

- **Cancellation Policy:** Cancellations must be made at least 24 hours in advance by contacting Reception at [reception@physiosports.com.au](mailto:reception@physiosports.com.au) or by calling 95969110. No discounts, refunds, or credits will be issued for missed sessions or no-shows.
- **Late Cancellation Fee:** A \$10 fee applies for no-shows or late cancellations (within 24 hours of the class start time).
- **Public Holidays:** If your permanent Supervised Physio Exercise class falls on a public holiday, you may book a make-up class in the same week (subject to availability).
- **Class Disruptions:** If your permanent Supervised Physio Exercise class is cancelled or changed to an Unsupervised session (e.g., due to staff availability or unforeseen circumstances), you will be notified via text message. You will be offered a replacement Supervised Physio Exercise class within the same week, subject to availability.

#### 5. Membership Requirements and Eligibility (Elevate)

- **Initial Assessment:** A Physio Exercise assessment is required before starting. Book via Reception or online.
- **Program Reviews:** All members are required to complete a Physio Exercise review every 12 weeks with their practitioner. Reviews can be booked online or via Reception and are charged separately from your membership.
- **Private Health and Insurance:** At the end of each billing period, members will be issued a receipt which can be used to make claims with their private health fund.
  - It is the member's responsibility to submit claims to their health fund.
  - Eligibility for rebates may vary depending on the patient's insurer and level of cover.
  - Unsupervised sessions cannot be claimed via private health insurance.

#### 6. Absences and Membership Suspension (Elevate)

- **Absence Notification:** Members must notify Reception at least 24 hours in advance if they cannot attend a class, by contacting [reception@physiosports.com.au](mailto:reception@physiosports.com.au) or by calling 95969110.
- **Holiday / Vacation Hold (up to 4 weeks):** For absences less than 4 weeks (e.g., travel or personal reasons).
- **You may:**
  - Members may suspend their membership for up to 4 weeks per calendar year.
  - The minimum duration for a suspension is two weeks.

- All suspensions must be taken in full week durations. (e.g. 2 weeks, 3 weeks, 4 weeks)
- A minimum of 14 days' written notice is required before a suspension period.
- Permanent class spots will be held during the suspension period.
- Suspensions cannot be applied retrospectively.
- To request a holiday suspension, email **reception@physiosports.com.au**
- **Extended Leave (over 4 Weeks):** For absences longer than 4 weeks (e.g., travel or personal reasons).
- **You may:**
  - Continue membership payments and retain your permanent class spot(s).
  - or/ Cancel your membership with 28 days' written notice and rejoin later (subject to permanent spot availability and re-assessment if required).
  - To cancel your membership, email **reception@physiosports.com.au**
- **Injury / Surgery:** If you miss multiple classes due to injury, serious illness or surgery, please contact the Practice Manager at **reception@physiosports.com.au** as soon as possible to discuss your situation. Your situation will be reviewed individually to assess options such as a temporary hold or credit.

## 7. Membership Termination (Elevate)

- **Cancellation:** Members can cancel at any time with a minimum 28 days' written notice.
- **Timing of Cancellation:** If notice is given after a payment has been processed, the membership remains active until the end of that billing period.
- **No Refunds:** Refunds are not provided for unused classes or partial billing periods.
- **To cancel membership:** Email **reception@physiosports.com.au**

## 8. Liability and Safety (Elevate)

- **Assumption of Risk:** Participation is at your own risk. Physiosports is not liable for injuries or loss occurring during sessions or while on-site.
- **Conduct and Safety:** Members must follow all safety protocols and use equipment appropriately.
- **Unsupervised Sessions:** Require approval from your practitioner, a signed waiver, and a current program.

## 9. General Terms (Elevate)

- **Policy Changes:** Physiosports reserves the right to amend these Terms and Conditions with prior notice.
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## FOUNDATIONS MEMBERSHIP: TERMS & CONDITIONS

### 1. Membership Structure (Foundations)

- **Price:** \$50/week, billed weekly via direct debit.
- **Benefits:**
  - One permanent spot in a Supervised Physio Exercise class per week.
  - Unlimited Unsupervised sessions, subject to availability.

### 2. Payment Terms and Direct Debit (Foundations)

- **Billing Frequency:** Foundations Memberships are billed weekly.
- **Payment Method:** All payments must be made via direct debit from your nominated bank account. You will be required to complete a Direct Debit Request (DDR) form prior to your membership starting.
- **Failed or Missed Payments:** If a scheduled payment fails due to insufficient funds or other issues, you will be notified via email. Your membership may be suspended immediately until the outstanding balance is paid in full.
- **Updating Payment Details:** It is your responsibility to ensure your payment details are up to date. To update or change your payment method, please contact [accounts@physiosports.com.au](mailto:accounts@physiosports.com.au) at least 7 business days before the next scheduled payment.
- **No Refunds:** Physiosports does not provide refunds for missed sessions, or unused services. It is the member's responsibility to make use of their allocated sessions.

### 3. Class Bookings (Foundations)

- **Permanent Supervised Class:** Each Foundations member is allocated one permanent Supervised Physio Exercise class per week, which is held for them on an ongoing basis.
- **Additional Unsupervised Sessions:** All other Unsupervised sessions must be pre-booked and are subject to availability.
- **Booking Window:** Additional Unsupervised sessions can only be booked up to one week in advance.
- **Maximum Class Size:** All Supervised Physio Exercise classes are limited to a maximum of 6 participants.
- **Waitlist Notifications:** If a class is fully booked, you can request to be added to the waitlist. If a spot becomes available, Reception will contact you to offer the available place. Waitlist opportunities are offered on a first-come, first-served basis, and may be offered via phone or text.

#### 4. Class Cancellations (Foundations)

- **Cancellation Policy:** Cancellations must be made at least 24 hours in advance by contacting Reception at [reception@physiosports.com.au](mailto:reception@physiosports.com.au) or by calling **95969110**. No discounts, refunds, or credits will be issued for missed sessions or no-shows.
- **Late Cancellation Fee:** A \$10 fee applies for no-shows or late cancellations (within 24 hours of the class start time).
- **Public Holidays:** If your permanent Supervised Physio Exercise class falls on a public holiday, you may book a make-up class in the same week (subject to availability).
- **Class Disruptions:** If your permanent Supervised Physio Exercise class is cancelled or changed to an Unsupervised session (e.g., due to staff availability or unforeseen circumstances), you will be notified via text message. You will be offered a replacement Supervised class within the same week, subject to availability.

#### 5. Membership Requirements and Eligibility (Foundations)

- **Initial Assessment:** A Physio Exercise assessment is required before starting. Book via Reception or online.
- **Program Reviews:** All members are required to complete a Physio Exercise review every 12 weeks with their practitioner. Reviews can be booked online or via Reception and are charged separately from your membership.
- **Private Health and Insurance:** At the end of each billing period, members will be issued a receipt which can be used to make claims with their private health fund.
  - It is the member's responsibility to submit claims to their health fund.
  - Eligibility for rebates may vary depending on the patient's insurer and level of cover.
  - Unsupervised sessions cannot be claimed via private health insurance.

#### 6. Absences and Membership Suspension (Foundations)

- **Absence Notification:** Members must notify Reception at least 24 hours in advance if they cannot attend a class, by contacting [reception@physiosports.com.au](mailto:reception@physiosports.com.au) or by calling **95969110**.
- **Holiday / Vacation Hold (up to 4 weeks):** For absences less than 4 weeks (e.g., travel or personal reasons).
- **You may:**
  - Members may suspend their membership for up to 4 weeks per calendar year.
  - The minimum duration for a suspension is two weeks.
  - All suspensions must be taken in full week durations. (e.g. 2 weeks, 3 weeks, 4 weeks)
  - A minimum of 14 days' written notice is required before a suspension period.
  - Permanent class spots will be held during the suspension period.

- Suspensions cannot be applied retrospectively.
- To request a holiday suspension, email **reception@physiosports.com.au**
- **Extended Leave (over 4 Weeks):** For absences longer than 4 weeks (e.g., travel or personal reasons).
- **You may:**
  - Continue membership payments and retain your permanent class spot(s).
  - or/ Cancel your membership with 28 days' written notice and rejoin later (subject to permanent spot availability and re-assessment if required).
  - To cancel your membership, email **reception@physiosports.com.au**
- **Injury / Surgery:** If you miss multiple classes due to injury, serious illness or surgery, please contact the Practice Manager at **reception@physiosports.com.au** as soon as possible to discuss your situation. Your situation will be reviewed individually to assess options such as a temporary hold or credit.

## 7. Membership Termination (Foundations)

- **Cancellation:** Members can cancel at any time with a minimum 28 days' written notice.
- **Timing of Cancellation:** If notice is given after a payment has been processed, the membership remains active until the end of that billing period.
- **No Refunds:** Refunds are not provided for unused classes or partial billing periods.
- **To Cancel your membership:** Please email **reception@physiosports.com.au**

## 8. Liability and Safety (Foundations)

- **Assumption of Risk:** Participation is at your own risk. Physiosports is not liable for injuries or loss occurring during sessions or while on-site.
- **Conduct and Safety:** Members must follow all safety protocols and use equipment appropriately.
- **Unsupervised Sessions:** Require approval from your practitioner, a signed waiver, and a current program.

## 9. General Terms (Foundations)

- **Policy Changes:** Physiosports reserves the right to amend these Terms and Conditions with prior notice.



## FLEXIBLE MEMBERSHIP: TERMS & CONDITIONS

### 1. Membership Structure (Flexible)

- **Price:** \$58 per Supervised Physio Exercise class / \$25 per Unsupervised session
- **Benefits:**
  - No lock in contracts or commitments - simply pay when you attend.

### 2. Payment Terms (Flexible)

- **Payment Timing:** Payment is required at the time of each session (Supervised Physio Exercise or Unsupervised).
- **Health Fund Processing:**
  - If eligible, private health fund claims can be processed at the time of payment for Supervised classes only.
  - Unsupervised sessions are not eligible for private health fund claims.
  - It is the client's responsibility to ensure their health fund covers the service and to present a valid physical or digital health fund card at the time of payment.

### 3. Class Bookings (Flexible)

- **Class Bookings:**
  - All Supervised Physio Exercise classes and Unsupervised sessions must be booked in advance and are subject to availability.
  - Permanent class spots are not available with this membership.
- **Maximum Class Size:** All Supervised Physio Exercise classes are limited to a maximum of 6 participants.
- **Waitlist Notifications:** If a class is fully booked, you can request to be added to the waitlist. If a spot becomes available, Reception will contact you to offer the available place. Waitlist opportunities are offered on a first-come, first-served basis, and may be offered via phone or text.

### 4. Class Cancellations (Flexible)

- **Cancellation Policy:** Cancellations must be made at least 24 hours in advance by contacting Reception at [reception@physiosports.com.au](mailto:reception@physiosports.com.au) or by calling **95969110**. No discounts, refunds, or credits will be issued for missed sessions or no-shows.
- **Late Cancellation Fee:** A fee equal to 50% of the class cost will apply for no-shows or cancellations made less than 24 hours before the class start time.

- **Class Disruptions:** If your booked Supervised Physio Exercise class is cancelled or changed to an unsupervised session (e.g., due to staff availability or unforeseen circumstances), you will be notified via text message. You will be offered a refund or credit for the difference in price.

## **5. Membership Requirements and Eligibility (Flexible)**

- **Initial Assessment:** A Physio Exercise assessment is required before starting. Book via Reception or online.
- **Program Reviews:** All members are required to complete a Physio Exercise review every 12 weeks with their practitioner. Reviews can be booked online or via Reception and are charged separately from your membership.

## **6. Liability and Safety (Flexible)**

- **Assumption of Risk:** Participation is at your own risk. Physiosports is not liable for injuries or loss occurring during sessions or while on-site.
- **Conduct and Safety:** Members must follow all safety protocols and use equipment appropriately.
- **Unsupervised Sessions:** Require approval from your practitioner, a signed waiver, and a current program.

## **7. General Terms (Flexible)**

- **Policy Changes:** Physiosports reserves the right to amend these Terms and Conditions with prior notice.