

# Studio Policies

## Booking Policy

It is a **requirement to book into classes** ahead of time to secure your place as they are limited. For early morning classes, please book ahead by the night before where possible. Doors will open at least 15 minutes prior to class start time. Bookings may be made online, over the phone or in person.

**Classes** may be booked online up until **1 hour** before the scheduled class time.

**Appointments** may be booked up until **2 hours** before desired appointment time.

If you would like to make a booking within these timeframes, please call us on 3161 2877 as we may still be able to accommodate you. When the front desk is unattended the phone will be diverted to Beck's mobile or you will be able to leave a message and one of our staff will get back to you as soon as possible.

## Client Rewards Program

Our client rewards program enables you to earn points by referring a friend (15 points), booking a class online (one point) and booking an appointment online (two points). Points can be redeemed to pay for classes, appointments and products. One point equals \$1. Minimum to redeem is five points but they may be left to accumulate, please note points expire after one year. You can view your rewards balance in the Account section of the My Info tab on your MindBodyOnline account.

## Fees and your account

- Fees for private appointments and classes are due at the time of service. For Personal Training and Exercise Classes, you may opt to pay for several sessions/classes at a time, e.g. for the coming week or month.
- **HICAPS** facilities are available at the front desk for on-the-spot claiming of Dietetics and Massage Therapy through your private health fund. Some health funds also offer some rebate for Personal Training and some exercise classes, for which they usually require our Fitness Australia registration number. This can be found on your receipt.
- You may also be eligible for the Enhanced Primary Care program for Dietetics. Please speak to your GP for more information.
- Payment options include **EFTPOS, Visa, MasterCard, Cash** and **credit card on file**.
- Option of storing your credit card on file - you **DO NOT** have to make any upfront payments to book classes or appointments. Your card is **NOT** charged unless you choose to use it when making an online or in-app purchase, at the studio on request or in accordance with our Cancellation Policy which can be viewed below. Your details are stored and processed through Ezidebit and are not seen by any of our staff.

## Cancellation Policy

We understand that unplanned issues can come up and you may need to cancel an appointment or class booking. If that happens, we respectfully ask that you give us as much notice as possible. Please be considerate of others as when someone does not show up for a scheduled appointment or booked class, another person loses the opportunity to attend. This policy allows us to best serve the needs of all our clients.

### ***Appointments:***

- You may cancel your appointment online or over the phone without charge up to 4 hours prior to the scheduled appointment time.
- An appointment cancellation without sufficient notice (within 4 hours of the scheduled appointment time) will be charged 50% of the scheduled fee. You must call to make the cancellation.
- If you do not call to cancel your appointment and do not show up for your scheduled appointment, you will be charged the full price for the scheduled appointment.

### ***Classes:***

- You may cancel your class booking online or over the phone without charge up to 2 hours prior to the scheduled class time.
- A class cancellation without sufficient notice (within 2 hours of the scheduled class time) will be charged 50% of the casual class fee. You must call to make the cancellation.
- If you do not call to cancel your class booking and do not show up for your booked class, you will be charged the full casual class price or it will be deducted off your class pass.

## Studio Rules and Recommendations

### *Personal Training & Exercise Classes*

- Please try not to come to sessions/classes on an empty stomach – a substantial meal 1 ½ to 2 hours prior to training will give you the energy to get the most out of the workout.
- Bring a towel to every session/class. Fusion Wellbeing provides spring water on tap – you are welcome to bring an empty bottle and fill it up for your session/class.
- Wear appropriate footwear. Shoes must be worn at all times on the Personal Training floor unless specified otherwise by your trainer.
- Bring all medications that you may need during sessions/classes, i.e. inhalers, insulin, adrenaline, etc.
- If you come to a session/class with an injury or pre-existing condition make sure you inform your trainer/instructor so your session/class can be tailored to suit. Depending on the condition, we may also require **a letter from your doctor or allied health professional** before we can allow you to participate. If you are unsure of whether you should provide us with a letter, please give us a call prior to your appointment or class. We reserve the right to refuse participation for anyone we feel needs written medical clearance.
- We all have our bad days, so if you are feeling under the weather, had a tough day or are just a bit down and not at your peak performance, again, please inform your trainer/instructor.
- Make your trainer/instructor aware if an exercise, stretch or movement causes any pain, discomfort or just doesn't feel right as this can be a sign that it is being performed incorrectly or there is an underlying cause that needs to be addressed.

### *Children*

- Children are welcome to wait in the reception area during personal training sessions or classes but at no time are the staff at Fusion Wellbeing responsible for looking after unattended children waiting in reception.
- Children remain **your responsibility at all times** while at Fusion Wellbeing.
- They may accompany you in the consultation rooms but must stay away from exercise equipment at all times due to health and safety requirements.

## Return/Refund Policy

Please make your purchases carefully as we do not refund for change of mind.

**Items for sale:** if you would like to exchange a Product for another Product or Studio Credit, the item must be unused and in its original packaging.

**Services provided:** if you think you may have made an error with a Service purchase please contact us immediately so we can remedy this for you where possible.

## Privacy Policy

Your personal information is stored on your client profile within MindBodyOnline. All your details remain completely private and are not shared with any third parties other than with allied health professionals as permissioned and requested. We ask that you please keep your information up to date.

## Declaration

- I have read and accepted the Fusion Wellbeing Studio Policies and fully understand the statements relating to Fusion Wellbeing's services, classes, fees, bookings and cancellations.
- I ascertain that I am physically capable of and there is no medical reason to prevent me from taking part in Fusion Wellbeing's exercise classes, personal training sessions and massages without endangering my health.
- I understand that I am participating in these activities voluntarily and at my own risk. I will not hold Fusion Wellbeing or its instructors, trainers and practitioners liable for any personal injury to myself or damage to my belongings.