



Memberships Terms & Conditions

Inclusions

This membership includes a complimentary Initial Assessment (for new clients only) and allows you to attend unlimited classes per week - With access to over 100 classes per week. Classes included in this membership are Body Clinic and Vitality. The membership is like a gym membership, it is a contract - if you don't attend, you are NOT eligible for a refund or discount.

Initial Assessment

New clients will be required to attend a mandatory Initial Assessment prior to participating in any group classes. This ensures that appropriate class formats and wellbeing plans are recommended and a personalised training plan can be written for you. If it has been more than 6 months since you last attended, a re-assessment is required.

Class Requirements

You must have approval from one of our Exercise Physiologists or Physiotherapists prior to participating in a Vitality class. Your Practitioner will be able to give you further information regarding this, at the time of your Initial Assessment.

Private Health Insurance

All of our classes are conducted by qualified Exercise Physiologists or Physiotherapists, meaning this membership option may be claimable through private health insurance. It is best to check with your provider first as policies differ among health funds. Receipts are issued at the end of the Membership Month.

Bookings

Bookings for classes can be made up to 2 weeks in advance either online, via the Motion Health app, or through reception.

Permanent Appointments

Members are able to book up to 2 permanent appointments per week which secures the class on an on-going basis.

Payments

The payment for this membership will be due on the 1st of each calendar month by debit card or credit card. If you would like to join mid-way through a month, a pro-rata fee will be calculated. Fortnightly payments can be arranged at reception discretion. Payments are *strictly* non-transferable and non-refundable. A stored CC is required for security purposes.

Minimum Terms

The minimum term for the membership is 12 months. During this time you are able to suspend for up to 4 weeks. See *suspension* terms below.

Attendance

All cancellations must be made 12 hours before the class is due to start. Any cancellations made after the 12 hour deadline will incur an automatic \$15 cancellation fee. Non-attendance will incur a \$25 charge. Fees will be deducted from your nominated credit/debit card. Exceptions will be made at reception's discretion. If you reschedule a class for the same day, a fee will not be applied.

Suspension

A maximum suspension of 4 weeks in any 12 month period is available. The membership can only be suspended in weekly increments, i.e. 1 week or 4 weeks etc. We recommend giving reception as much notice as possible as we are unable to refund your monthly membership payments after they have been taken out. **Suspensions will not be backdated.** Any suspensions will extend the duration of your contract by the length of time suspended.

Termination

Memberships are not refundable or transferable. At the end of the contracted terms, your membership will continue on a monthly basis until you inform us otherwise. We recommend informing Reception 4 weeks prior to the end of your contracted terms if you don't wish to continue your membership. If you wish to cancel your membership before the end of the 12 month contract period, we will charge an exit fee based on how much of your agreement remains:

Up to 6 months - One month membership
6 - 12 months - Two month membership