

TERMS & CONDITIONS

Medical Clearance

Commencement of any training programme with KarMEA is subject to a full medical profile. In some cases it may be deemed necessary for the client to obtain written medical clearance from a GP, physiotherapist or surgeon prior to training. KarMEA reserves the right to decline clients if it is felt they are not suitable for the level of training requested.

Location Restrictions

KarMEA operates and services clients on the North Shore and Northern Beaches. We aim to train clients at their requested location but this may not always be possible due to various reasons beyond our control. Please note that locations can be subject to council permits and restrictions.

Payment Policy

- Full payment must be received 7 days prior to the first session date.
- With 4 packs, 6 packs and 10 packs the full amount payable is due prior to commencement of first session.
- Cheques are acceptable but must be sent in time to allow for clearance before the first session.

Cancellation Policy

- We understand that due to unforeseen circumstances there may be a need to cancel sessions. If you need to cancel or reschedule a session, please call us on 0420 923 067. If there is no answer please leave a message. Do not email us as we do not always access emails especially over the weekend. We will check the availability of your coach and get back to you with confirmation of the rescheduled date and time. If it is a last minute emergency, please call the coach directly.
- **24 hours notice** is required for a cancellation or rescheduling in order to receive credit for the session. Failure to cancel within this time frame or failure to show up for a session will result in clients being charged for the session. Exceptions will only be made in the case of a medical emergency.
- If, for any reason, the coach needs to cancel we will always aim to give you 24 hours notice and will reschedule the session as soon as possible at a mutually convenient time.
- If you are not 100% happy with the coaching after the first initial assessment we will refund the remaining lesson fees with no questions asked.
- Missed Group Training sessions cannot be rolled over to the next term and must be made up at one of the other available session times.

Punctuality and Attendance

- Clients should arrive on time for all sessions.
- For group sessions, if clients are late, the session/course will start without them.
- If the session starts late due to the clients lateness, the session will finish at the original agreed time.
- Make up sessions will be offered at our discretion.
- If you have booked our couples and friends sessions then you need to ensure you can both commit to the booked sessions. Failure to both turn up will turn the session into a one on one PT session charged at \$70.
- If one person is unable to make it, then both people need to reschedule to another day.

Wet Weather:

We endeavour to train in all climates and weather. However, if it is deemed to wet to train and suitable undercover locations not be available, 1 on 1 or couples training clients will not be charged for this session. However, this session will be re-scheduled at a time that is convenient for both parties. If group training sessions are cancelled due to weather then clients must make it to another available session to make up the class. It is not possible to roll that session over to the next term.