

Products and Services Terms & Conditions

The following terms and conditions are between "LifeXP Pty Ltd T/A Alpha Squad" (**ALPHA SQUAD**) and Member/Customer/Client/Participant (**YOU**).

- Appointments/Reservations for group classes are performed via our 3rd party web application PUNCHPASS. Reminders are not automated via the application 24 hours before class and you may contact your ALPHA SQUAD trainer/coach at anytime for confirmation, bearing in mind any "late cancellation" conditions
- Group Class cancellations
 - must be greater than 3 hours from the start of any class via the reservation web application known as PUNCHPASS.
 - A cancellation within a 3 hour time period (deemed a "late cancellation") will incur a late fee of the cost of the appointment/session/class (applicable when on a 10 Class Pass or CASUAL PASS). Note that a "no show" will incur the same late fee.
 - A "late cancellation" is deemed a forfeit of your appointment and as such the session is neither redeemable or reimbursable in any form
 - Where **YOU** have purchased a 10 CLASS PASS or CASUAL PASS the late fee will be deducted from the purchase amount and therefore affect the number of remaining sessions available
- **YOU** agree that you have engaged/consulted with a health professional (e.g Doctor) about your personal health in relation to starting any fitness related activities including but not limited to physical training and the use of any form of resistance training (e.g. free weights, machines etc)
- **YOU** may be requested at the discretion of ALPHA SQUAD to fill in a Pre-exercise Screening form to help assess any risk factors or health conditions to assist in exercise prescription
- Your trainer/coach must be informed immediately if you experience any adverse effects during training or executing a supplied training program or to any nutritional guidance. If you are unable to contact your trainer contact your doctor
- It is important that you inform your trainer/coach of any injury, sickness or discomfort experienced from training, guidance or recommendations
- Memberships and Passes may be restructured at any time, this may include but is not limited to: inclusions, exclusions, pricing, durations and frequencies.
- All 10 CLASS PASS or CASUAL PASS purchases must be used within 3 months from the date of the first session or in the case of the CASUAL PASS from the date of purchase, any remaining sessions will be forfeited. Exceptions may apply where **YOU** experience circumstances that require greater than 3 months expiry, in these cases simply discuss your situation with an ALPHA SQUAD representative
- **YOU** may suspend your direct debit membership for up to 4 weeks per calendar year
- Trial sessions may be offered from time to time either verbally, via the business website or through a promotion and should clearly state the trial duration e.g. 1 trial session, 7 day trial or 14 day trial.
- Membership Cancellations
 - Upfront program/challenge payment cancellations will not apply once a single (1) group class has been attended.
 - Direct Debit membership cancellations require a two (2) week notice

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- Refunds for Group Class
 - \$15 processing fee for processing the refund and administration
 - Casual classes will not be refunded as the processing fee cancels out the casual class fee
 - Refunds do not apply to trial sessions.
 - Refunds for Direct Debit and Upfront payments are to be discussed directly with an ALPHA SQUAD representative.
- Refunds for Personal Training/Coaching
 - \$15 processing fee for processing the refund and administration
 - In full minus processing fees if within 7 days of purchase and unused
 - As Personal Training/Coaching sessions are typically bundled and sold as Packages (including both standard and variations), once a single session has been conducted refunds are no longer available
 - If using the part payment option, the “Refund for personal training/coaching” conditions only apply to payments made
 - Any remaining sessions will remain active until an agreed date as discussed with a ALPHA SQUAD authorised representative
 - Refunds do not apply to trial sessions.
- Personal Training/Coaching and Group Class sessions are run in a facility currently located at 5 MONARCH CT, OAKLEIGH VIC 3166 but may be subject to change at any time, in such circumstances Members/Clients/Customers/Participants will be notified accordingly.
- Any alteration to training location for personal training sessions other than initially agreed resulting in travel for the ALPHA SQUAD trainer may incur a fee. This fee will be agreed prior to the commencement of the session
- All prices are in Australian dollars (AUD)
- ALPHA SQUAD reserves the right to revise and alter its pricing at any time.
- All dates are formatted as DAY/MONTH/YEAR. For example 31/12/2012 will represent day 31 of the month of December in the year 2012
- Any images, including video footage taken during any training session may be used for marketing purposes
- ALPHA SQUAD reserves the right to dismiss any customer, client or participant at any time if they do not adhere to the terms and conditions.
- All Personal Information collected will only be used for its intended purpose and handled in the strictest of confidence, see:
 - *Privacy Policy* (<https://www.alphasquadfitness.com.au/privacy/>).
- All terms and conditions can be altered at any time and are to be enforced or waived at the discretion of an ALPHA SQUAD authorised representative.

Last updated on 01/10/2019