



## Class Terms and Conditions as of 1<sup>st</sup> July 2022

1. **Bookings are essential** for all Clinical Physio and Exercise classes
2. We aim to consistently have the same physiotherapist take the same classes each week. However, due to leave and illness we may occasionally have to replace an instructor or reschedule a class.
3. **Clinical Physio**  
Classes run for 45 minutes with a maximum of 4 participants – this means more peak hour class times are available.
4. **Exercise Classes (Strengthwise, Physio Stretch & Flow etc)**  
A minimum of three people are required for a class to proceed.  
Classes may be cancelled if a minimum number of participants is not met. We will notify you of any cancellation as soon as practicable via text, phone or email to provide you an opportunity to re-book for another class.
5. **Permanent Bookings**  
We ask all clients to confirm permanent bookings with reception. Permanent bookings require regular attendance. Frequent late notice or missed appointments will require you to move to our casual booking system.



**6. *Class Packs***

5 and 10 class packs are available for all classes. This provides a discount on the casual class price. These packs must be paid for prior to the first class.

Packs cannot be refunded and expire 6 months from the purchase date.

**7. *Late notice/Rescheduling***

Fitwise Physiotherapy is committed to providing all our clients with exceptional care. In the event of a late notice, or when a patient does not attend a confirmed appointment, they prevent another patient from being seen. The full fee will be charged for classes and a 50% late notice/missed appointment fee will apply to consultations. We understand sometimes unforeseeable circumstances can arise, however we must be fair and consistent with all clients across all classes and consults therefore NO exceptions will be made.