

# UQ Sport Personal Training – Terms & Conditions

## Fitness Centre – Personal Training

### 1. Enrolment, Payment & Discounts

- a) Full payment for the training session(s) is required at the time of booking.
- b) Booking in for a Personal Training session and/or the purchase of a 10 session PT pack is subject to a cooling-off period of 24 hours from the time of the booking being paid for. Cancellation of booking within the cooling off period must be made in writing by email to the personal trainer booking has been made with and [uqsport@uqsport.com.au](mailto:uqsport@uqsport.com.au). A cancellation during the cooling-off period warrants a full refund. The cooling-off period is void after the start of the first PT session.
- c) After the 48-hour cooling-off period has expired, no refund or credit will be made for a change in personal circumstance (subject to the Exemptions listed below) or change of mind.
- d) Throughout the duration of engaging in Personal Training services, all information will be communicated by email or text message. Each participant is responsible for ensuring their contact details are kept up to date via UQ Sport's [My Account](#) customer portal and with their trainer.
- e) UQ Community (Student, Alumni or Staff) rates **are not** available for the Personal Training services.
- f) Parents or Carers of children under 18 are required to remain at the venue for the full duration of their children's training session.
- g) **Non-attendance of a training session without appropriate notice, as stated in cancellations and rescheduling, will result in no refund or credit being applied to the clients training session booking.**

### 2. Cancellation of Sessions & Rescheduling

- a) UQ Sport Fitness Centre requires 24 hours' notice of cancellation or rescheduling a Personal Training session, or full session fees will apply; Exemptions may be made at the discretion of the Fitness Centre. If a medical certificate is provided, we accept cancellations or rescheduling up until 2 hours before the sessions start time. Medical certificates must be sent via email to [uqsport@uqsport.com.au](mailto:uqsport@uqsport.com.au) no later than one (1) week after the medical certificate is issued.
- b) Members of UQ Sport Fitness Centre are entitled to one complimentary fitness consultation every 6-weeks. The Fitness Centre requires 24 hours' notice of cancellation or rescheduling a complimentary Fitness Consultation, or the member forfeits that complimentary Fitness Consultation for that 6-week period. If a medical certificate is provided, we accept cancellations or rescheduling up until 2 hours before the sessions start time. Medical certificates must be sent via email to [uqsport@uqsport.com.au](mailto:uqsport@uqsport.com.au) no later than one (1) week after the medical certificate is issued.
- c) In the situation of the primary Personal Trainer being unavailable to deliver the booked Personal Training session, the primary Personal Trainer, when possible, will organise for a replacement Personal Trainer to deliver the session.

- d) The client reserves the right to choose to continue with the original booking with a replacement Personal Trainer or to reschedule the session to a suitable time with the Primary Personal Trainer if both parties can find a suitable alternative time.
- e) If no suitable alternative time can be found, the client may request a refund for the paid for Personal Training session that has been missed.
- f) Personal Training sessions cannot be transferred to another client.

### 3. Exemptions

- a) If a client is unable to complete a booked personal training session or use remaining pre-paid Personal Training sessions due to an injury or long-term illness, a credit or refund on a pro-rata basis may be issued provided that UQ Sport is supplied with a medical certificate by email to [uqsport@uqsport.com.au](mailto:uqsport@uqsport.com.au) no later than one (1) week after the medical certificate is issued.

## General information

### Public Holidays

No personal training sessions are offered on Public Holidays.

### Consent to use of imagery

During the delivery of UQ Sports Personal Training some photography and videography may take place for marketing and coaching purposes. These images / recordings may be used for promotional purposes which may include but are not limited to: UQ Sport approved social media sites (e.g. Facebook and Instagram), UQ Sport website and Google presence, newsletters, campaign collateral including signage, printed materials, and digital advertising. *Participants over the age of 18 who do not wish to be photographed should submit a written request to [uqsport@uqsport.com.au](mailto:uqsport@uqsport.com.au).*

UQ Sport promotes the appropriate use of photographic and video images of children attending our programs. In the interest of children's safety and well-being, UQ Sport will always seek permission before photographing or recording images of children and using their images for promotional purposes. For your awareness, UQ Sport staff will only take photographs of children using UQ Sport's own photographic or recording equipment, or by equipment of a professional third party that has been contractually engaged by UQ Sport to do so, where a UQ Sport staff member will always be present.