



Cancellation Policy

All memberships with Autopay & PIF 1:1 Coaching, 8 Week Programs, Recovery Rooms, Assessments, FT Teams.

TITLE	Cancellation Policy	AUTHOR	Carmel Taylor
EFFECTIVE DATE	16/01/21	SIGN OFF	Daniel Milky
BUSINESS UNIT	Fast Twitch	REVIEW DATE	12 months

PURPOSE / BACKGROUND

We have developed this policy to provide clarity on our expectations when you commit to a membership contract or engage us in our services and facilities.

MEMBERSHIP CONTRACT STATEMENT

I acknowledge that unless I provide written notice of termination of my membership prior to the end of the **minimum term** of my **ongoing agreement**, I will still be liable for my membership fees until 14 days after I provide written notice of termination to the fitness facility. I understand the fitness facility must respond to its receipt of a written notice within seven days. If your agreement is for a **Fixed Term**, it automatically terminates at the expiry of the **Minimum Term** and so a new agreement will be required if you require services after that time. If your membership is **Ongoing**, it is a **periodic agreement** that will continue after the **Minimum Term** until either you or we terminate it in the way described in the agreement. If an automatic direct debit arrangement is in place, membership fees will continue to be debited from your credit card or account until you or we cancel the arrangement by notifying your bank or credit provider. If you terminate the agreement or stop the automatic debit arrangement in a manner not described in the agreement, then you may be liable for damages for breach of contract. You should at all times refer to your contract and particularly Clauses 13 and 14 to understand your obligations.

MINIMUM TERM FOR EACH MEMBERSHIP TYPE

1. ULTIMATE Membership: Ongoing, Minimum Supply Period of 6 months
2. ULTIMATE Membership Flexi: Ongoing, Minimum Supply Period - 1 month
3. 1:1 Coaching Adult/Junior: Fixed Term - 3 months

FIXED TERM CONTRACTS

- Written notice of termination of contract is not required, the contract will expire on the end date. If you wish to continue with the services you will be required to sign a new contract. You will receive an email alerting that the contract is due to expire so that you can renew the contract in a timely manner to avoid disruption to your training.
- If you wish to terminate your contract prior to the end date of the minimum term, please see Clauses 13 and 14 of your membership agreement.

ALL OTHER SERVICES STATEMENT

Fast Twitch operates under a strict 24-hour cancellation policy for all appointments, which engage our coaching services and facility bookings. This includes 1:1 coaching, 8 week programs, recovery rooms, assessments and any other classes or pre-planned coaching sessions, you understand and agree that this list is not exhaustive.

This policy excludes memberships and any coaching sessions you may become entitled to when joining the **Club**.

Acceptable methods of giving notice include telephone (8261 1299) and email (info@fasttwitch.com.au).

POLICY SCOPE

Membership Type	Less than 24 hours notice	More than 24 hours notice
1:1 Coaching, FT Teams, assessments and other pre-planned sessions	If we are notified less than 24 hours before the scheduled time of your session you will be charged for your session. In the event, we are able to fill that spot we will notify you and follow the procedure associated with 'more than 24 hours notice'.	Postponing/Rescheduling: In any one supply period you are entitled to have up to 3 sessions postponed or rescheduled if unforeseeable circumstances arise.
All other classes and recovery room facilities.	You will be charged for 50% of the total payable fee.	No fee is applicable.
Membership Type	Less than 7 days notice	More than 7 days notice
Workshops, 8-Week Challenges and other pre-purchased blocks or workshops	If less than 7 days notice is given, you have the option to transfer to another course within a 3 month period or take up other services of equal value at the club. If less than 24 hours notice is given, the course fee is forfeited.	If you cancel from a workshop or course, giving 7 days notice or more you are entitled to a refund, less an administration fee or can transfer into the next available course within a 3 month period without an administration fee.

GLOSSARY OR DEFINITIONS

Fast Twitch - The Trading name for Proofing Startup Pty Ltd. Gym located at 270 North East Road, Klemzig SA 5087.

Coaches - Fast Twitch coaching employee

Trainers - Fast Twitch Personal Trainers