

congratulations for choosing to train with innervate

We are looking forward to helping you achieve your health & fitness goals.

client agreement

your responsibilities

- Read the welcome pack! You don't have to read the whole thing in one go but please dip into it. It is full of the things you need to achieve amazing results alongside training with us.
- Be honest with your trainer about how you are feeling physically and mentally before you start the session. We all have our bad days, if you are feeling under the weather, a bit down, or not at your peak health, please be honest with us and let us know. This way we can adjust the session to suit.
- If you have Covid like symptoms please Zoom into sessions instead of attending face-to-face. If you are a groupie client: Zoom in to the live sessions or email us and we can send you the recording/s.
- Bring a towel (groupies don't forget your trusty green band too) with you to all sessions.
- Bring all medications that you may need during training. e.g. inhalers.
- Be open to trying new exercises that will challenge you and that might put you out of your comfort zone.
- Never train through pain. Always ask for an alternative if you feel like the prescribed exercise is contraindicated for you.
- Be punctual, your sessions will always need to finish on time.
- Keep focused on your training intentions and reaffirm them daily.
- Be consistent with your attendance (so we can help you get those juicy gainz).
- Avoid embarrassment by ensuring that your training fees are paid by the agreed payment method at the agreed time.

our responsibilities

- Be punctual and prepared for all sessions.
- Motivate you to reach your potential during every session.
- Guide and encourage you to in order to reach your short term and long term goals.
- Prescribe appropriate exercises for your specific needs.
- Constantly up-skill in order to provide you with the most up to date information as possible.
- Respect the confidentiality of our relationship.
- Monitor your progress regularly and adapt your program accordingly.
- Offer high quality, professional and effective exercise prescription at all times.

the legal stuff

The 'Trainer' refers to the Australian Registered Business 'Innervate Health & Fitness'.

The 'Activity' refers to the participation in personal/ group strength, fitness and conditioning training.

I acknowledge that a condition of participating in this activity is that I do so at my own risk I accept all risks and hereby indemnify and release the trainer, their agents, affiliates, employees, and any person directly and indirectly associated with the trainer against all liability claims, demands and proceedings arising out of or connected with my participation in this activity.

I acknowledge that participating in this activity may involve a risk of serious injury from various causes including: over exertion, dehydration, equipment failure and accidents with equipment and surroundings. I recognize the difficulties associated with the activity and attest that I am physically fit to participate safely in the activity and that a qualified medical practitioner has not advised me otherwise.

I understand the demanding physical nature of this activity. I am not aware of any medical condition, injury or impairment that will be detrimental to my health if I participate in this activity. In the event that I become aware of any medical condition, injury, or impairment that may be detrimental to my health if I participate in this activity, my trainer will be immediately be informed. By continuing to participate in this activity I accept the risks, despite

these conditions and am still and will always be under the terms of this agreement.

I certify that I am 18 years or older and have read this document and fully understand it OR as a parent or guardian of the participant (a) I agree to the above for myself and on behalf of the participant and (b) I indemnify and will keep indemnified any person or body directly or indirectly associated with the conduct of the activity on the terms referred to I have a read, understand and agree to the trainers policies (as disclosed in this pack).

terms & conditions

group training

1. No refunds are issued for non-attendance.
2. You must attend your allocated/set session time, you cannot mix & match group session times.
3. If you wish to suspend your membership, you may stop at anytime. Your final weekly debit will be the Friday following the date you inform us of your intention to suspend.
4. Should you wish to cancel your membership, your allocated time slot space in your training group cannot be reserved and will be offered to any client wishing to join (i.e. no paused memberships)
5. In the event funds are not available from your nominated account: you are liable for the failed amount as well as EZYPAY's customer failed payment fee. This will be added to the following Friday's scheduled debit.

personal training

1. Sessions will always go ahead rain or shine.
2. In the event of adverse weather your trainer will find a suitable covered area to work with you.
3. In rare extreme weather cases your trainer may need to cancel with limited notice. In such circumstances you will not be charged for the cancelled session.
4. Failure to give 24-hour notice of cancellation will result in forfeiture of payment for that session.
5. Should you cancel 24+ hours from your session time, you may reschedule at a mutually convenient time – no fee applies.
6. In the event funds are not available from your nominated account: you are liable for the failed amount as well as EZYPAY's customer failed payment fee. This will be added to the following Friday's scheduled debit.