



PHYSIOTHERAPY EXERCISE CLASS TERMS AND CONDITIONS

IMPORTANT INFORMATION

- We require 10 hours notice if you are unable to attend a class. Our Class sizes are small (limited to 6 people) and regularly booked out with clients on a waiting list. If you do not cancel or reschedule your class outside of the 10 hour time frame or are a no-show/absent from your class you will be charged for the full session amount.
- You will receive a receipt from our receptionist each time you attend the class and you can use this receipt to claim your benefit from your health fund either online or in their office.

PRIVATE HEALTH INSURANCE REBATES MAY APPLY TO ALL OUR CLASSES

Enquire with your health insurance provider using code **T560** for full details of your gap.

PHYSIOTHERAPY EXERCISE, PHYSFIT, MUMS & BUBS & FALLS PREVENTION

Please note that all packs/passes can only be used at the Sturt Road Physio, 9 Sturt Road, Brighton, SA 5048.

Before attending any Sturt Road Physio Group Classes, you must be assessed by one of our physiotherapists and complete up to three 1:1 sessions with them. This enables us to identify any injuries and specific needs as well as to teach you the basic principles of Physiotherapy Exercise in a one-to-one setting.

Single Session Passes

1. Single Sessions are valid for 1 year (365 days) and are activated on the date of purchase. Sessions are non-refundable and are not transferable between individuals and cannot be extended unless you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.

Session Packs

1. 6 Session Packs are valid for 6 Months (182 days) and are activated on the date of your first class booking.
2. 12 Session Packs are valid for 11 weeks (77 days) and are activated on the date of your first class booking.
3. Session Packs are non-refundable and are not transferable between individuals and cannot be extended unless you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date. Session packs cannot be shared with more than one person as all session packs are for individual use only.

Bookings, Attendance & Payment

1. A minimum of two people are required for a class to proceed. You will be contacted via text, phone or email should a class be cancelled. Please be aware classes are on a first come first serve basis. To avoid disappointment, classes can be booked up to 6 months in advance.
2. Bookings are made online or in the studio. Call 08 8377 5222 (if it is out of reception hours please leave a message and we will get back to you promptly or Email: reception@sturtroadphysio.com.au).
3. Payment must be made upon booking, no exceptions. To book into a class you must either have pre-purchased sessions in your account or pay at the time of booking at Sturt Road Physio.
4. If a class you particularly want is fully booked please sign up for the waiting list. Due to our 10 hour cancellation policy there is movement in the classes. Should a place become available then you will receive either an email or text from us offering you a

place in the class. You are under no obligation to take a waitlisted offer, however we do ask that you respond by notifying us if you can attend or not.

5. Physiotherapists reserve the right to restrict clients to a particular class type for safety reasons; and Physiotherapists reserve the right to turn clients away if they do not have the correct medical clearance.
6. You can attend our Physiotherapy Exercise classes during pregnancy but please ensure you notify the Physiotherapist from 15 weeks onwards so that correct modifications can be made.
7. Sessions are not transferable to another individual and cannot under any circumstances be used by another person. If someone other than the person booked into the class arrives to use the session, they will be turned away from the class – or asked to create an account and purchase their own sessions.

Gift Cards

1. Gift cards are transferable but not refundable. To redeem gift cards you must contact Sturt Road Physio via phone or email reception@sturtroadphysio.com.au and quote your gift card ID (if it is out of reception hours please leave a message and we will get back to you promptly). Gift cards are valid for 36 months from date of purchase.

Cancellations

1. At Sturt Road Physio our class sizes are small (6) and can fill quickly. This is why our Cancellation Policy exists which all clients must adhere to:
 - Group classes: Cancellations need to be made more than 10 hours prior to your class beginning (morning or evenings). We understand that sometimes unforeseen circumstances can arise but we have to be strict, fair and consistent with all clients, therefore, no exceptions will be made.
 - Private 1:1 sessions: A 10 hour cancellation policy applies.
 - Physiotherapists and classes are subject to change without notice. Sturt Road Physio reserves the right to cancel classes if necessary.
2. If you do not cancel or reschedule your class outside of the 10 hour time frame or are a no-show/absent from your class, you will be charged for the full session amount.

Payment Policy

Payment must be made upon booking, no exceptions. To book into a class you must either have credits in your account or pay at the time of booking.

Child Attendance Policy

Sturt Road Physio does not offer childcare services. During Mums and Bubs Physiotherapy Exercise classes we have a reception staff member available to assist you in the supervision of your child. During the class your child remains the responsibility of the parent. Once babies are mobile it is no longer safe for them to attend Mums and Bubs classes.

Children under 16 years of age are more than welcome to attend our classes, all we ask is they have to be approved by one of our Physiotherapists, have up to three 1:1 sessions with them and be supervised with a parent/guardian when attending.

Personal Agreement

Sturt Road Physio does not assume responsibility for any lost or stolen personal property. If you do become the victim of a theft, immediately report it to a Sturt Road Physio staff member.



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MEMBERSHIP OPTIONS

WEEKDAY	PASS	COST
Equipment Class	Single	\$33
	6 Session Pass (\$30 per class, expires 6 months)	\$180
	12 Session Pass (\$27 per class, expires 11 weeks)	\$324
Mat Class	Single	\$29
	6 Session Pass (\$29 per class, expires 6 months)	\$174

WEEKNIGHTS (6pm onwards) & SATURDAY	PASS	COST
Equipment Class	Single	\$36
	6 Session Pass (\$33 per Class, expires 6 months)	\$198
	12 Session Pass (\$30 per Class, expires 11 weeks)	\$360
Mat Class	Single	\$29
	6 Session Pass (\$29 per class, expires 6 months)	\$174

PHYSFIT

CLASS	PASS	PRICE
PhysFit	Single	\$29
	6 x Pass (\$29 per Class, expires 6 months)	\$174
Tuesday PhysFit	Single	\$26
	6 x Pass (\$26 per Class, expires 6 months)	\$156

FALLS PREVENTION

CLASS	PASS	PRICE
Falls Prevention	Single	\$21
	6 x Pass (\$21 per Class, expires 6 months)	\$126

By booking into a class you agree to the above Terms & Conditions.

If you have any concerns about these terms, please call and speak to Karen our Practice Manager.

Kind Regards,
The Sturt Road Physio Team

Please sign to confirm you accept these terms and conditions.

Signed: _____
Name: _____
Date: _____



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