



Terms & Conditions

- Late cancellation by clients causes inconvenience to both the Health Coach and other clients. If you cancel with less than 9 hours' notice, we reserve the right for that session to be forfeited at your expense unless you use an emergency pass.
- You can have either a Late Session Cancellation Fee or a No Show Fee waived by using one of your Emergency Passes.
- The availability of any given time slot is completely at the discretion of rivvaPT.
- Your scheduled appointments will be assumed as continuing unchanged, week to week, unless you specifically state otherwise in each and every instance. It is to be clearly understood that this is the client's responsibility.
- Late arrival may result in a shorter session if this impacts upon other clients and/or scheduled close.
- Clients arriving early may have to wait until their appointed time to begin exercising. All activity in the studio must take place under the direct supervision of a Health Coach.
- All fees for sessions need to be paid in advance and are both non-refundable and non-transferrable. Further sessions cannot be booked if a client's account has a zero balance. All pre-paid sessions are to be used within 12 months of purchase or they will be forfeited. Within this, 6 months continuous non-attendance by a client will immediately forfeit all remaining sessions.
- Payment methods include cheque, EFTPOS and credit card. The cost of any returned cheques will be added to your next invoice. We reserve the right to halt any training sessions should any amount be outstanding on your account.
- For reasons of hygiene, clients must bring a hand towel to every session.
- Whilst normal standards of decency, cleanliness and safety apply to a client's clothing, particular attention is drawn to your footwear. We reserve the right to ask any client to remove their shoes, if the Health Coach deems them either unsafe or excessively dirty.