

Congratulations on committing to regular exercise physiology sessions at Optimum Exercise Physiology !!

We look forward to helping you achieve your health, movement and fitness goals. By committing to regular sessions, we can better help you to reach your goals and beyond!!

As per the agreement signed by yourself at your initial assessment, Optimum Exercise Physiology has a cancellation policy in place. Please find the detailed terms and conditions below for your perusal.

Cancellations and Rescheduling

- To cancel or reschedule an appointment, please call 8873 0628 or contact your EP direct.
- When a client schedules a session with OEP, a block of time is reserved specifically for that client. Time is valuable for both us and our clients, therefore, notice is required to cancel or reschedule a session so that another person may benefit from that appointment time.
- Please note that cancellation or reschedule notice needs to be provided at least 24 hours prior to the scheduled session/appointment.
- Should a client not provide notice of cancellation or rescheduling with more than 24 hours notice to the scheduled session, the client will be billed for that time, unless the appointment is able to be rescheduled within 5 days (and does not replace another already scheduled session), and rescheduling is not taking place within 3 hours of a planned session.
- For those clients undertaking a Buddy Class, should the “buddy” client cancel within the allocated 24 hour cancellation period, they will be required to pay the full cost for this session.
- There are no refunds on this pass.
- Similarly, this policy applies to our Exercise Physiologists. Should a situation arise when we have to cancel or reschedule a session with a client, we will do our best to provide the client with 24-hours notice. If we cannot provide 24-hours notice, your next session will be free of charge.

No-Show Policy

Should a client fail to show up for a scheduled session without either cancelling or rescheduling, the client is responsible for the full payment of that session and a session will be deducted from your pass.

Signed: _____

Date: _____

The team at Optimum Exercise Physiology
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