

Client Terms and Conditions

NDIS Mobile Personal Training & Fitness Support

1. Introduction

These Terms and Conditions outline the expectations, responsibilities, and guidelines for clients receiving services from Suncoast Strength and Support.

By participating in sessions, clients agree to these terms and conditions.

2. Services Provided

Suncoast Strength and Support provides personalised mobile personal training and fitness support services, including:

- Strength and conditioning exercises
- Mobility and movement support
- Balance and coordination activities
- Functional fitness training
- Support to improve confidence, independence, and wellbeing

All sessions are adapted to suit each client's individual needs, abilities, and goals.

3. Payments

Clients agree to pay the agreed session fee for services provided.

Current session rate: Personal Training & Fitness Support: \$60 per hour

Invoices will be provided for payment and should be paid within the agreed timeframe.

4. Cancellations and Missed Sessions

Clients are requested to provide at least 24 hours notice when cancelling or rescheduling a session.

Cancellations or missed sessions with less than 24 hours notice will be charged at 100% of the session fee, except where there are exceptional circumstances (e.g. medical emergency), at the trainer's discretion.

5. Health and Safety

Clients must inform Suncoast Strength and Support of any changes to:

- Health conditions
- Injuries
- Pain levels
- Medications
- Ability to safely participate in exercise

The trainer has the right to modify or stop an exercise if they believe it is unsafe.

6. Emergency Procedures

In the event of a medical emergency during a session, the trainer will call 000 immediately, contact the client's nominated emergency contact, and remain with the client until appropriate help arrives or it is safe to do so.

7. Insurance

Suncoast Strength and Support holds current Professional Indemnity and Public Liability insurance. A certificate of currency is available on request.

8. Client Responsibilities

Clients agree to:

- Provide accurate information about their health and abilities
- Communicate concerns or limitations
- Follow reasonable safety instructions
- Treat the trainer respectfully
- Attend sessions prepared and on time

9. Minors and Parental Consent

Suncoast Strength and Support accepts clients aged 13 years and over. Clients under the age of 18 require the consent of a parent or guardian, who must complete and sign the intake and health screening forms on the minor's behalf.

A parent or guardian may be present during sessions at their discretion, and should remain contactable throughout the session.

The trainer holds a current Blue Card (Working with Children Check).

10. Trainer Responsibilities

Suncoast Strength and Support agrees to:

- Provide professional and safe training support
- Deliver sessions suitable for the client's needs
- Maintain respectful communication
- Protect client privacy and confidentiality

11. Privacy and Confidentiality

Client information will be treated confidentially and only used for purposes related to providing safe and appropriate services.

Information may only be shared when:

- Required by law
- Necessary for safety
- Authorised by the client

12. Session Changes

Suncoast Strength and Support reserves the right to reschedule sessions due to:

- Illness
- Emergencies
- Unsafe weather conditions
- Other unavoidable circumstances

Reasonable notice will be provided where possible.

13. Complaints and Feedback

Any concerns, feedback, or complaints about the service provided can be raised directly by emailing info@suncoaststrengthandsupport.com.au. All complaints will be treated seriously and responded to promptly.

If a concern relates to NDIS-funded supports and cannot be resolved directly, clients may also contact the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au or 1800 035 544.

14. Governing Law

This agreement is governed by the laws of Queensland, Australia.

15. Contact Details

Suncoast Strength and Support

ABN: 18 596 248 790

Email: info@suncoaststrengthandsupport.com.au

Agreement

By participating in services provided by Suncoast Strength and Support, clients acknowledge that they understand and agree to these Terms and Conditions.

Client Name: _____

Client Signature: _____

Date: _____

Trainer Name: Rocco Guerrera

Trainer Signature: _____

Date: _____