


TFM Procedures and Policies

To ensure we continue to provide a personal and attentive service for all, we ask that you read and adhere to our Policies and Procedures below. We have software in place so all clients can manage their own accounts easily, allowing us more time to provide for clients.

What I must do before attending my first session.

- Set up a password for my account by following the welcome email instructions.
- Download our mobile app from **TFM's** website and use your email and password to login. **Select YES to ALLOW push notifications**, to receive important updates.
- Like us on  www.facebook.com/tfmcairns for regular health and fitness updates from **TFM** and other relevant experts in the industry.

CLASSES: Max 10 clients per class

Purchasing:

- Via our website or mobile app – receive online discounts
- Present your card, for payment, or pay cash

Reservations:

- Via our website or mobile app - you must have a valid pricing option to reserve a spot

Cancellations:

- A minimum notice of **6 hours** is required or you will forfeit your session
- **Unlimited class** clients will have **\$5** added to their account for late cancellations
- ***If you cannot attend your class, simply cancel (DO NOT SMS YOUR TRAINER)***

Waitlists:

- All our classes are set up with waitlists, once bookings exceed ten clients. If a place becomes available clients on the waitlist will be notified they are back in.

PRIVATE SESSIONS: Personal – Buddy – Group PT – Corporate

Purchasing:

- Purchase through our website or mobile app – receive online discounts
- Pay cash or use your card

Reservations:

- An agreed upon time reserved for you (recurring reservations offer many benefits)

Cancellations :

- A minimum notice of **12 hours** is required or you will forfeit your session
- Email or text your trainer as early as possible to open the place for another client.

Referrals

- TFM has a referral program making it easy to invite friends, family or coworkers to any of our sessions.
- Simply share the desired session with your referral via our website or mobile app.
- Your referral will receive a **PROMO CODE** offering them a discount for their 1st purchase & you will receive credit to your account as a thank you after they purchase a service.