

Free Trial Exercise Anywhere Terms and Conditions

(as of 16th of July 2020)

Thank you for choosing to exercise with us. We hope this trial is just the beginning of the journey to achieve your health and fitness goals. Virtual exercise sessions are now very much a part of our membership options. The convenience and quality of workouts have proven to be extremely beneficial for a large proportion of our clients. Please take the time to read the following terms and conditions when utilising this service. Joining our virtual exercise offering also means you consent to our privacy policy which can be found here and that you are confident or have sought permission from your doctor that you can exercise in this fashion.

Your entitlements:

- All **virtual groups sessions** will be guided by an exercise professional, typically this will be with an Accredited Exercise Physiologist (AEP)
 - Varied options for each exercise will be given tailored to an individual. As we have not assessed you in full, we will do our best to give you the appropriate exercise.
- No need to book in for virtual group sessions. Just click the zoom link.

Your obligations:

- Please understand that we have not done a full assessment or taken a full history of your situation, we will do our best to make our group sessions safe but deliver an experience that you will find valuable. It is important for you to let us know if you feel uncomfortable or fearful with any of the exercises you are about to perform.
- Once the free trial period ends, you must join as a member to continue exercising with us. At that point, a full assessment will be required in order to further tailor our service delivery. Experience tells us this will accelerate your progress towards your goals.
- When attending these virtual group sessions, we ask that you behave in a manner that ensures all members and staff are treated with respect at all times.
- Please ensure you dress appropriately and attend each session with a towel and a drink/water for hydration. An exercise mat and any exercise equipment you have may also come in handy.
- Make sure you have a safe space that will allow you to move freely so you don't bump or hit objects. BJC Health cannot be liable for injuries caused in this manner. Please watch the following video for safety precautions.
- Your membership covers supervision only for you and hence you should be the only person performing the exercises being delivered online. For safety, no one else should be performing these exercises without prior approval.
- Please do not record any of our virtual groups. They remain the property of BJC Health and it would be a breach of privacy enforceable by law.
- If you feel faint or unwell during any exercise session, please sit or lay down as quickly as possible and place your hand up, wave and call out so that the facilitator/instructor can see you. If you can, please "unmute" yourself and let us know as soon as possible.

Group Session Times & Facilitators:

A range of times throughout the week have been provided for virtual group sessions. We aim to provide consistency with facilitators at specific times. However, there will be occasions when this is not possible due to sickness, leave and change of work arrangements for our team. We also take the liberty of removing group sessions when they are not well attended or when someone is unable to facilitate a session consistently.

Internet Connection & Virtual exercise experience:

Please make sure you have good internet connection to achieve the best possible experience. It also helps if the device and applications you use have the most recent updates.

We are prepared for occasional issues with internet connectivity and technical issues. We have redundancy in our systems but even things go wrong on occasion. Please appreciate when this occurs and that we are doing everything we can to make sure your experience is as good as it possibly can be.