

Cancellations

All cancellations must be received at least 24 hours before your training session in order to avoid being charged for your session. Clients who do not cancel with at least 24 hours prior to the scheduled session will be charged in full for the cancelled session.

U plus Fitness understands that emergencies happen. We provide every client with one free short-notice cancellation. You will not be charged for your first cancellation with less than 24 hours notice. Subsequent short-notice cancellations will be charged. The free short-notice cancellation applies only if U plus Fitness is notified prior to the session start time. No shows are not eligible for the free cancellation.

If you need to cancel a session, please call: 0403 219 808

Refunds

U plus Fitness strives to provide the best possible service to our clients. If for any reason you are not satisfied with our services, we will be happy to issue you a refund for services not performed.

If you have paid for a multiple session package up front, you will be refunded for unused sessions and services.