

Cancellation Policy

Appointment Cancellation Policy

At TNT Performance & Rehab, appointment times are reserved specifically for you. We understand that schedules can change; however, sufficient notice allows us to offer appointments to other clients.

Appointment Cancellations

We require a minimum of 24 hours' notice for appointment cancellations or rescheduling.

Appointments cancelled with less than 24 hours' notice may incur a cancellation fee.

Late Cancellations

Appointments cancelled within 24 hours of the scheduled appointment time may be charged up to 100% of the consultation fee.

Non-Attendance (No Show)

Clients who do not attend a scheduled appointment and do not provide notice may be charged the full consultation fee.

Group Speed Training

For Group Speed Training sessions:

- Missed sessions are generally non-refundable.
- Make-up sessions may be offered at the discretion of TNT Performance & Rehab where availability permits.
- Monthly memberships remain payable regardless of attendance.

Individual Speed Training and Athlete Testing

Individual Speed Training and Athlete Testing appointments require 24 hours' notice for cancellation or rescheduling.

Late cancellations or non-attendance may result in the full session fee being charged.

Workshops, Events and Holiday Programs

Payments for workshops, holiday programs, and special events are generally non-refundable.

Where sufficient notice is provided, a credit may be offered at the discretion of TNT Performance & Rehab.

Exceptional Circumstances

We understand that emergencies and unforeseen circumstances can occur. Cancellation fees may be waived at management's discretion.

Practitioner Cancellation

If TNT Performance & Rehab needs to cancel or reschedule an appointment, clients will be offered the next available appointment time or a full refund where applicable.

Contact Us

To cancel or reschedule an appointment, please contact us as soon as possible:

Phone: 0401 515 994

Email: admin@tntperformanceandrehab.com.au

Website: www.tntperformanceandrehab.com.au

By booking an appointment or service with TNT Performance & Rehab, you acknowledge and agree to this Cancellation Policy.