



UNIQUE PHYSIQUE HEALTH

Client Policies, Procedures & Indemnity Agreement

Coach Courtney Strauss

1. CANCELLATION POLICY

Same-Day Cancellations

- Sessions cancelled on the same day will not be carried over to a new or rescheduled slot.
- Coach Courtney reserves the right to use her discretion regarding whether a same-day cancellation session may be carried over under exceptional circumstances.
- Same-day cancellations will result in forfeiture of the session.

24-Hour Cancellations

- Sessions cancelled with at least 24 hours' notice will be considered for rescheduling at Coach Courtney's discretion and subject to her available schedule.

2. PACKAGE & SESSION VALIDITY

Session packages are designed for clients with irregular schedules who are unable to train on a consistent weekly basis. They offer flexibility to complete sessions within an extended time frame. All packages must be completed within their allocated time frame — unused sessions that exceed the validity period will fall away and a new cycle will begin.

Package Time Frames:

Package	Sessions	Validity Period
Standard	4 Sessions	1 Month
Extended	8 Sessions	2 Months
Premium	12 Sessions	3 Months

3. PAYMENT POLICY

- All sessions and packages must be paid in full upfront at the start of each month or prior to the commencement of a package. Exceptions to this may be made by prior written

agreement with Coach Courtney, in which case payment is due at the end of the month for all sessions completed.

- No sessions will be held without confirmed payment.
- Whether on a pre- or post-session payment arrangement, a cancellation fee will be charged if the session has not been paid for at the time of cancellation.
- If the session has been paid for and a cancellation occurs outside of the stipulated cancellation window, the session is forfeited and will not be rescheduled, unless the cancellation is due to illness or death in the family.

Per-Session Payment & Booking Rules

- It is the sole responsibility of the client to book their sessions when paying on a per-session basis. Sessions will not be held open or reserved without a confirmed booking.
- Bookings for the upcoming week must be made by Friday, or no later than Sunday afternoon.
- Payment for per-session bookings must be received at least 24 hours before the scheduled session. Failure to pay within this window will result in the session being deemed forfeited.

Post-Session Payment Arrangement

- Post-session payment is an exception and is only granted under special circumstances, by prior written agreement with Coach Courtney. Where applicable, payment is due at the end of the month for all sessions completed during that month.
- Any same-day cancellation under this arrangement will incur a cancellation fee.
- The cancellation fee will be added to the client's end-of-month invoice and is payable alongside the sessions completed that month.

4. HEALTH & INJURY DISCLOSURE

- All pre-existing injuries, medical conditions, or physical limitations must be disclosed to Coach Courtney before training commences.
- A clearance note from a General Practitioner (GP) is required before commencing training where an injury or medical condition is present.
- This is required to ensure your safety and to allow training to be appropriately adapted to your needs.

5. NUTRITION & APP USAGE

In order to achieve optimal results, all clients are required to:

- Follow the nutritional guidelines provided by Coach Courtney as part of their programme.
- Download and actively use the Everfit Coaching App — this is the primary tool used to track your training, monitor progress, and support your journey.
- Engage consistently with the app to get the most out of your coaching relationship.

6. CLIENT COMMITMENT & EXPECTATIONS

A successful coaching relationship requires active participation from both sides. As a client of Unique Physique Health, you are committing to:

- Mutual respect — between yourself and Coach Courtney at all times.
- A willingness to be guided and to apply that guidance consistently in your daily life.

- A commitment to making meaningful lifestyle changes — results are a product of the work done inside and outside of sessions.
- Open, honest communication about your progress, challenges, and any changes to your health or circumstances.

Please note: Coach Courtney is invested in your journey and will show up fully for you. The same commitment is expected in return.

7. INDEMNITY & ASSUMPTION OF RISK

IMPORTANT — PLEASE READ CAREFULLY

By engaging in training sessions and programmes with Unique Physique Health and Coach Courtney Strauss, you acknowledge and agree to the following:

7.1 Voluntary Participation & Personal Responsibility

- I understand and acknowledge that participation in physical exercise and fitness training involves inherent risks, including but not limited to physical injury, muscle strain, cardiovascular stress, and other health-related risks.
- I voluntarily choose to participate in training sessions and programmes offered by Unique Physique Health and Coach Courtney Strauss, and I do so entirely at my own risk.
- I confirm that I am in a suitable physical condition to participate in training, and I take full personal responsibility for my health and wellbeing during all sessions.

7.2 Release of Liability

- To the fullest extent permitted by applicable law, I hereby release, waive, and discharge Unique Physique Health and Coach Courtney Strauss from any and all claims, demands, losses, damages, or liability arising out of or in connection with my participation in any training session or programme.
- This release includes, but is not limited to, claims arising from injury, accident, illness, or loss of property occurring during or as a result of training activities.
- This release applies whether such injury, accident, or loss results from the ordinary risks of physical training or from any other cause, except as stated in Clause 7.3 below.

7.3 Exception: Negligence

- This indemnity and release of liability does not apply in cases where injury or harm is directly caused by the proven gross negligence or wilful misconduct of Unique Physique Health or Coach Courtney Strauss.
- In such circumstances, liability will not be excluded to the extent that it cannot be lawfully limited or excluded under applicable South African law.

7.4 Medical Clearance & Disclosure

- I confirm that I have disclosed all known pre-existing medical conditions, injuries, or physical limitations to Coach Courtney prior to commencing training.
- Where required, I confirm that I have obtained written clearance from a registered General Practitioner (GP) before commencing training.
- I understand that failure to disclose relevant medical information absolves Unique Physique Health and Coach Courtney Strauss of any liability for injury or harm resulting from that undisclosed condition.

By signing below, I confirm that I have read, understood, and voluntarily agree to the Policies, Procedures, and Indemnity terms set out in this document. I understand this is a legally binding agreement.

2026/05/04

Client Full Name

Date

C. Strauss

Client Signature

Coach Signature

Unique Physique Health | uniquephysiquehealth.com | Coach Courtney Strauss
Rise Up. Transform. Thrive.