Terms & conditions: Kickstart Promo Package

The "Kickstart Promo Package" (hereinafter referred to as "**Promotion**") provides eligible members with a special introductory rate on a bundle of three (3) Personal Training ("**PT**") sessions.

By purchasing this Promotion, the member agrees to be bound by these Terms and Conditions.

Eligibility

- This Promotion is strictly exclusively available to **current, active members** who have **never previously purchased** any Personal Training packages or sessions at any club.
- Past or current PT clients are not eligible for this offer.
- Membership must remain active and in good standing for the duration of the purchased sessions.
- If a joining member is under 20 years old, a parent or guardian is required to visit the Club in person to sign the Personal Training Agreement and all related forms on their behalf.

Promotion Period

- The Promotion is valid for purchase strictly during **15 November – 31 December 2026**.
- Purchases cannot be backdated or extended beyond this period.

Package Validity and Usage

- The Kickstart Promo Package includes exactly three (3) PT sessions.
- All three (3) sessions must be redeemed and fully completed within **thirty (30) days** from the exact date of purchase.
- Sessions cannot be split among multiple trainers unless assigned by the Exercise Experience Manager.
- Any sessions not completed within the strict 30-day validity period will automatically expire and be **forfeited**.
- Expired or forfeited sessions are entirely non-refundable and cannot be carried over, extended, or credited toward future purchases, in accordance with standard Kickstart package terms.
- The terms and conditions of the Personal Training Agreement apply. All sessions require prior booking and are subject to availability.

Cancellation Policy

- Standard PT cancellation policies apply to all booked sessions. A minimum of 24 hours' notice is required to cancel or reschedule a booked session.
- Failure to provide 24 hours' notice or failing to attend a booked session (no-show) will result in that session being deducted from the package balance and forfeited.

General Conditions

- The Promotion is non-transferable and can only be used by the purchasing member. It cannot be gifted or shared.
- The package is non-refundable, either in part or in full, except where required by local consumer law.
- This Promotion cannot be combined with any other discounts, promotions, or offers.
- Virgin Active reserves the right to amend, modify, or terminate this Promotion and its Terms and Conditions at any time without prior notice.