

Lokaal.

Terms & Conditions

1. Bookings, Attendance & Payment

If you arrive late for a session, it cannot be extended, and you will not receive additional time.

If you are injured, pregnant, recently postnatal, or have a medical condition, we may require medical clearance before you can participate in lokaal coaching or physiotherapy sessions. Please notify us of any relevant conditions.

For any medical-related questions, contact us at hello@yourlokaal.com.

2. Cancellation Policy

Cancellations or reschedules must be made at least 12 hours before your appointment.

Late cancellations or reschedules will result in a lost booking. No refunds will be provided.

No-show appointments (failure to attend without cancellation) will be charged in full, with no refund provided.

If lokaal needs to cancel a session, we will attempt to reschedule before cancelling where possible.

3. Payment Policy

For all in-person appointments: Payment will be processed in-person at the time of your appointment.

For Online Telehealth bookings: Payment is required at the time of booking and must be completed online.

For Blochhaus group classes: Payment is required upon booking via the BlochHaus portal and must be completed online. Blochhaus handles all group class payments independently, and their payment policies apply.

If a payment is declined due to insufficient funds or an expired card, the booking will be cancelled, and you must rebook with a valid payment method.

4. Informed Consent for Physiotherapy & Coaching

By booking and attending a physiotherapy or coaching session with lokaal, you acknowledge and agree that:

- Physiotherapy and coaching sessions may involve manual therapy, movement assessments, exercise programs, lifestyle recommendations, and coaching techniques.
- Physiotherapy does not replace medical treatment. While it can support recovery and performance, no guarantees of success are made, as outcomes vary based on individual factors, including client participation and adherence to recommendations.
- Coaching services provide guidance, education, and support but do not constitute medical or psychological treatment.
- You agree to provide full and accurate medical history, including any injuries, conditions, or medications that may affect treatment.
- You will follow the provided treatment plan, recommendations, and exercises to the best of your ability.

5. Scope of Practice & Referrals

lokaal operates within the legal scope of physiotherapy and coaching.

If your condition is outside our professional scope, you may be referred to a medical specialist for further assessment.

We do not prescribe medication or provide diagnoses beyond our professional qualifications.

6. Liability & Personal Agreement

By participating in any lokaal class, session, or physiotherapy appointment, you acknowledge and agree to the following:

- Sessions may be physically strenuous, and you participate voluntarily, understanding the potential risks of injury or property damage.
- You agree that neither you nor your heirs, assigns, or legal representatives will hold lokaal, its staff, or affiliates liable for personal injury, property damage, or wrongful death, whether caused by negligence or otherwise.
- In the event of a minor injury, you consent to basic first aid being administered by a trained staff member if deemed necessary.
- In the event of a serious medical emergency, you consent to emergency medical assistance being sought on your behalf, including calling emergency services (000) where practicable.
- You acknowledge that lokaal is not responsible for any medical costs or outcomes resulting from emergency interventions.
- It remains your responsibility to disclose any pre-existing conditions that could impact treatment or physical activity.

By booking and attending a session, you automatically agree to these Terms & Conditions.

7. Parental Consent for Minors

Clients under 18 years of age must display consent from a parent or legal guardian before attending a physiotherapy or coaching session.

A parent or guardian may be required to attend the first session or provide additional medical history details if necessary.

8. Blochaus Participation & Data Handling

If you attend lokaal classes at Blochaus, we may collect limited data related to your class participation, such as check-in records and waiver confirmation.

Blochaus operates independently, and its own waiver and privacy policy apply to its services.

lokaal is not responsible for how Blochaus handles your data beyond what is explicitly shared with us.

9. Medicare & Private Health Rebate Claims

If you are eligible for a Medicare rebate or private health insurance claim, it is your responsibility to submit the claim.

lokaal does not process, guarantee, or facilitate rebates or reimbursements from Medicare, private health insurers, or any third-party providers.

You are responsible for ensuring your eligibility and submitting any required paperwork to your provider.

If a rebate is not approved, you remain liable for the full payment of services as per our Payment Policy.

10. Refunds & Credits

Sessions are non-refundable except in cases of:

- A medical condition or injury preventing participation, provided that a valid doctor's certificate is submitted within 7 days of the missed appointment.
- An error made by lokaal (e.g., double booking, incorrect charge).

If you cancel within the required timeframe (12+ hours), you may be eligible for a credit toward a future session, subject to approval.

Gift cards and session vouchers are non-refundable and non-transferable, except where required by law.

11. Digital Products & Online Content

The purchase of digital products, eBooks, PDFs, videos, and resource materials is subject to these Terms & Conditions.

All digital content is protected by copyright and is licensed for single-user use only.

Customers may not copy, share, or distribute digital products.

All transactions are processed securely via third-party payment gateways (e.g., Zeller, Stripe). lokaal does not store credit card details.

No refunds will be issued for digital purchases. If you experience a technical issue, contact us at hello@yourlokaal.com for assistance.

12. Health & Safety Disclaimer

Physical exercise carries risks, including injury and strain.

lokaal is not a medical organisation and does not provide medical advice.

If you have any pre-existing conditions, consult a doctor before participating in any exercise program.

You are responsible for judging your own physical and mental capability when participating in sessions.

Any recommendations made by lokaal coaches regarding movements, exercises, or equipment are optional, and participation is at your own risk.

13. Confidentiality & Data Protection

All personal and health-related information shared during physiotherapy or coaching sessions is kept strictly confidential in accordance with Australian privacy laws.

Your data will not be shared with third parties without your consent, except where required by law (e.g., mandatory reporting, health and safety concerns).

Our Privacy Policy can be found in full at www.yourlokaal.com.

If you wish to access, correct, or delete your personal data, please contact hello@yourlokaal.com.

14. Intellectual Property & Usage Restrictions

All content, materials, branding, and videos provided by lokaal are copyrighted and may not be reproduced, distributed, or shared without permission.

You may not record, stream, or redistribute sessions without express written consent from lokaal.

15. Client Responsibilities

By engaging with lokaal services, clients agree to:

- Follow all safety instructions and guidelines provided by their coach or physiotherapist.
- Disclose any medical conditions, injuries, or medications that may affect their ability to participate.
- Arrive on time and respect cancellation policies to allow fair access for other clients.
- Check-in upon arrival at the designated reception or with your coach/physiotherapist before your session begins.
- Treat staff, clients, and members with respect and professionalism.
- Wear appropriate clothing for physiotherapy and coaching sessions.
- Not attend sessions while under the influence of alcohol or drugs, as this could affect their safety.
- If you use lokaal-provided equipment, you agree to follow all instructions for its safe use and notify staff of any faults.
- If you bring your own exercise or rehabilitation equipment, you do so at your own risk. lokaal is not responsible for faulty, damaged, or unsafe personal equipment.
- Any damage to lokaal property or equipment caused by improper use may result in additional charges for repair or replacement.

Failure to adhere to these responsibilities may result in refusal of service.

16. Prohibited Conduct

You agree not to:

- Harass, threaten, or discriminate against staff, clients, or members.
- Engage in any unauthorised commercial activities using lokaal services.
- Provide false, misleading, or outdated information.
- Interfere with or disrupt lokaal services, software, or security.

17. Limitation of Liability

lokaal is not liable for any direct, indirect, incidental, or consequential damages related to the use of its services, including but not limited to injuries, delays, or losses arising from third-party service providers, venues, or technology failures beyond our control.

You acknowledge that the risk of injury, property damage, or financial loss is inherent in fitness-related activities.

Any claims related to lokaal services must be filed within one year of the incident.

18. Changes to Terms & Conditions

We may update these Terms & Conditions at any time.

Changes will be posted on our website, and continued use of our services implies acceptance of the updated terms.

19. Governing Law

These Terms & Conditions are governed by the laws of Australia. Any disputes will be handled in a court of competent jurisdiction in Australia.

20. Gift Cards & Vouchers

lokaal may offer gift cards, session credits, or vouchers for its services.

All vouchers will have an expiration period, which will be clearly stated at the time of purchase.

Vouchers are non-refundable and cannot be exchanged for cash.

21. Contact Information

For any questions or concerns regarding these Terms & Conditions, contact us at hello@yourlokaal.com.