



# TERMS & CONDITONS

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## PRICING TERMS & CONDITIONS

### 1. Pricing Structure

**1a. Package Options:** Elite League Performance offers a variety of pricing packages tailored to meet the needs of our clients. Each package includes specific services, session durations, and frequency. A detailed description of each package, including pricing, can be found on our website or upon request.

**1b. Promotional Offers:** Any promotional offers or discounts will be clearly stated and available for a limited time. Clients must adhere to the terms of the promotion to receive the discount.

### 2. Payment Methods

**2a. Accepted Payment Methods:** Clients can make payments using the following methods:

- Bank Transfers
- Online Payment Platforms (e.g., PayPal, Stripe)

**2b. Payment Authorization:** By providing payment information, the client authorizes Elite League Performance to charge the specified account for the agreed-upon services.

### 3. Payment Schedule

**3a. One-Time Payments:** Clients opting for one-time payment packages must complete payment in full at the time of purchase.

**3b. Recurring Payments:** Clients choosing subscription-based packages will be billed automatically on a recurring basis (monthly, quarterly, or annually) based on the package selected. The first payment will be processed upon registration, with subsequent payments scheduled according to the chosen frequency.

**3c. Payment Due Dates:** Payments are due on the same date each month (or as specified in the package details). Clients will receive a payment reminder 3 days before the scheduled payment date.

### 4. Late Payment Fees

**4a. Grace Period:** Clients will have a 5-day grace period to make payments after the due date.

**4b. Late Fees:** If payment is not received within the grace period, a late fee of \$25 will be applied to the account. Continued failure to pay may result in suspension or termination of services.

**4c. Reinstatement:** Clients whose services have been suspended due to non-payment may reinstate their account by paying the outstanding balance and any applicable late fees.

### 5. Changes to Pricing

**5a. Notice of Changes:** Elite League Performance reserves the right to change pricing for packages. Clients will be notified at least 30 days in advance of any price changes, and such changes will take effect at the start of the next billing cycle.

**5b. Price Lock Guarantee:** Clients who have purchased a package at a certain price will retain that price for the duration of their subscription, provided they maintain continuous service without interruption.

### 6. Contact Information

For any questions regarding pricing or payment, clients can contact us on [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### Acknowledgment

***By purchasing a package with Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by these Pricing and Payment Terms.***



## CANCELLATION & REFUND POLICY

### 1. Cancellation Policy

**1a. Client-Initiated Cancellation:** Clients may cancel their participation in any package at any time. However, cancellations must be submitted in writing via email to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com) at least **[14 days]** before the next billing cycle or scheduled session to avoid further charges.

**1b. Service Provider-Initiated Cancellation:** Elite League Performance reserves the right to cancel services or sessions due to unforeseen circumstances, including but not limited to weather conditions, coach unavailability, or facility issues. In such cases, clients will be notified as soon as possible, and rescheduling options will be provided.

**1c. No-Show Policy:** Clients who fail to attend a scheduled session without prior notice (**at least 24 hours in advance**) will not be eligible for a refund or rescheduling for that session.

### 2. Refund Policy

**2a. Eligible Refunds:** Refunds may be granted under the following circumstances:

- If a client cancels their package within the [14-day] trial period after the first purchase.
- If a session is cancelled by Elite League Performance and cannot be rescheduled.

**2b. Non-Refundable Fees:** The following fees are non-refundable:

- Initial registration or membership fees.
- Payments made for sessions attended.
- Payments for packages or services that have already commenced.

**2c. Refund Request Process:** To request a refund, clients must submit a written request to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com) within [30 days] of the cancellation or service disruption. The request must include:

- Client's name and contact information.
- Package details.
- Reason for the refund request.

**2d. Processing Time:** Refund requests will be reviewed within [10 business days]. Approved refunds will be processed back to the original payment method. Please allow [5-7 business days] for the funds to reflect in the client's account.

### 3. Special Circumstances

**3a. Medical Cancellations:** In cases of medical emergencies or serious illness, clients may provide documentation to request a cancellation or refund outside of the standard policy. Each request will be reviewed on a case-by-case basis.

**3b. Relocation:** Clients who are relocating outside of the service area may request a cancellation and a pro-rated refund for unused sessions, provided they submit proof of relocation.

### 4. Contact Information

For any questions regarding pricing or payment, clients can contact us on [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### Acknowledgment

**By participating in services provided by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Cancellation and Refund Policy.**



## LIABILITY & INSURANCE POLICY

### **1. Acknowledgment of Risk**

**1a. Inherent Risks:** Clients acknowledge that participation in training programs and physical activities involves inherent risks, including but not limited to the risk of injury, illness, or property damage. By participating in services offered by Elite League Performance, clients accept these risks.

### **2. Liability Waiver**

**2a. Waiver Requirement:** Clients are required to sign a liability waiver prior to their first session. This waiver releases Elite League Performance, its trainers, staff, and affiliated parties from any liability for injuries or damages that may occur during training sessions or while on the premises.

**2b. Scope of Waiver:** The waiver includes all claims for damages or injuries resulting from ordinary negligence by Elite League Performance or its representatives. However, it does not cover claims resulting from gross negligence or willful misconduct.

### **3. Insurance Coverage**

**3a. Liability Insurance:** Elite League Performance is protected by comprehensive liability insurance that covers claims made by third parties for personal injury or property damage arising from our business activities. All participants in ELP are included under this coverage, provided that all parties have been transparent and forthcoming with the information shared.

### **4. Emergency Medical Treatment**

**4a. Emergency Contact:** Clients must provide accurate emergency contact information upon registration. In the event of an injury or medical emergency, Elite League Performance will make reasonable efforts to contact the designated emergency contact.

**4b. Medical Treatment Authorization:** In the event of a medical emergency where a client is unable to provide consent, clients give Elite League Performance permission to seek emergency medical treatment on their behalf. Clients agree to assume all risks and costs associated with such treatment.

### **5. Responsibility for Personal Belongings**

**5a. Loss or Damage:** Elite League Performance is not responsible for any lost, stolen, or damaged personal belongings while clients are on the premises or participating in training programs. Clients are encouraged to take care of their personal items.

### **6. Indemnification**

**6a. Client Indemnification:** Clients agree to indemnify and hold harmless Elite League Performance, its trainers, staff, and agents from any claims, liabilities, damages, or expenses arising out of their participation in services, including any claims brought by third parties.

### **7. Compliance with Safety Guidelines**

**7a. Safety Protocols:** Clients are required to comply with all safety protocols established by Elite League Performance. This includes following the guidance of trainers, adhering to facility rules, and using equipment safely.

#### Contact Information

For questions regarding liability, insurance, or safety protocols, clients can contact us at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

#### ***Acknowledgment***

***By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Liability and Insurance Policy.***



## COMMITMENT TO PRIVACY POLICY

### **1. Commitment to Privacy**

Elite League Performance is committed to protecting the privacy of our clients. This policy outlines how we collect, use, store, and protect personal information in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR) and other relevant privacy regulations.

### **2. Information Collection**

**2a. Types of Information Collected:** We may collect personal information from clients, including but not limited to:

- Name
- Contact information (phone number, email address)
- Date of birth
- Health information (medical conditions, injury history)
- Payment information (credit/debit card details, billing address)

**2b. Method of Collection:** Personal information may be collected through various means, including:

- Registration forms
- Online bookings
- Communication with our staff

### **3. Use of Information**

- Purpose of Use: The information collected from clients will be used for the following purposes:
- To provide and manage training services
- To communicate with clients regarding their sessions and progress
- To process payments and manage billing
- To ensure compliance with safety and health regulations
- To improve our services based on client feedback

### **4. Data Sharing and Disclosure**

**4a. Third-Party Service Providers:** Elite League Performance may share personal information with third-party service providers for the purpose of delivering services, processing payments, or conducting business on our behalf. These providers are required to protect client information in accordance with applicable laws.

**4b. Legal Compliance:** We may disclose personal information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

### **5. Data Security**

**5a. Protection Measures:** Elite League Performance employs appropriate technical and organizational measures to safeguard personal information from unauthorized access, loss, or misuse. This includes using secure servers, encryption, and access controls.

**5b. Data Retention:** Personal information will be retained for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Upon expiration of the retention period, personal data will be securely deleted or anonymized.

### **6. Client Rights**

**6a. Access to Information:** Clients have the right to request access to their personal information held by Elite League Performance. Requests can be submitted via email to [privacy@eliteleagueperformance.com (mailto:privacy@eliteleagueperformance.com)].

**6b. Correction and Deletion:** Clients may request corrections to inaccurate personal information or the deletion of their data, subject to legal obligations and the necessity of retaining certain information for compliance purposes.

**6c. Withdrawal of Consent:** Clients have the right to withdraw their consent for the processing of their personal information at any time, where applicable.

### **7. Changes to the Policy**

**7a. Policy Updates:** Elite League Performance reserves the right to update this Confidentiality and Privacy Policy at any time. Clients will be notified of any significant changes via email or through a notice posted on our website.

### **8. Contact Information**

For questions, concerns, or requests regarding personal information, clients can contact our Privacy Officer at [privacy@eliteleagueperformance.com (mailto:privacy@eliteleagueperformance.com)] or call [Your Phone Number].

### **Acknowledgment**

**By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Confidentiality and Privacy Policy.**



## MODIFICATION OF SERVICE POLICY

### 1. Right to Modify Services

Elite League Performance reserves the right to modify, suspend, or discontinue any aspect of its services, including but not limited to:

- Service packages and offerings
- Session formats or structures
- Pricing and payment terms
- Coaching staff or trainers

### 2. Notification of Changes

**2a. Advance Notification:** Clients will be notified of any significant changes to services or pricing at least [30 days] in advance via email, our website, or other communication channels. This notification will include details about the nature of the changes and their effective date.

**2b. Minor Changes:** For minor adjustments or updates that do not significantly impact the client experience (e.g., changes to session times or minor updates to service offerings), clients may not receive formal notification. However, Elite League Performance will make reasonable efforts to inform clients during their sessions or through communication channels.

### 3. Client Options

**3a. Acceptance of Changes:** Clients who continue to use the services after the effective date of any modifications will be deemed to have accepted the changes to the services and terms.

**3b. Right to Terminate:** If clients do not agree with the changes, they have the option to cancel their subscription or package within [30 days] of receiving notification. Clients must submit a written cancellation request to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com) to terminate their services without penalty.

### 4. Pricing Adjustments

**4a. Price Changes:** Any modifications to pricing will be communicated in advance. Clients who are currently enrolled in a package at a specific price will retain that pricing for the duration of their contract, provided they maintain continuous service without interruption.

### 5. Feedback and Suggestions

**5a. Client Feedback:** Elite League Performance values client feedback and encourages clients to share their suggestions regarding service improvements or changes. Feedback can be submitted to [feedback@eliteleagueperformance.com](mailto:feedback@eliteleagueperformance.com) (<mailto:feedback@eliteleagueperformance.com>).

### 6. Contact Information

For inquiries regarding modifications to services or any related concerns, clients can contact our customer service team at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### Acknowledgment

***By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Modification of Services Policy.***



## DISPUTE RESOLUTION POLICY

### **1. Purpose**

**1a.** The purpose of this Dispute Resolution Policy is to provide a fair and efficient process for resolving conflicts or disputes that may arise between clients and Elite League Performance. We are committed to addressing concerns promptly and effectively.

### **2. Informal Resolution**

**2a. Initial Steps:** Clients are encouraged to address any issues or concerns informally by discussing them directly with their assigned coach or trainer. Open communication can often resolve misunderstandings and concerns quickly.

**2b. Client Feedback:** If a client feels uncomfortable discussing an issue directly with their trainer, they may contact our customer service team at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com).

### **3. Formal Complaint Process**

**3a. Submission of Complaint:** If the issue is not resolved informally, clients may submit a formal written complaint. Complaints should be sent to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

- Client's name and contact information
- A detailed description of the issue, including dates and any relevant documentation
- Any steps taken to resolve the issue informally

**3b. Acknowledgment:** Elite League Performance will acknowledge receipt of the formal complaint within [5 business days] and will initiate an investigation into the matter.

### **4. Investigation and Resolution**

**4a. Investigation:** Upon receiving a formal complaint, Elite League Performance will conduct a thorough and impartial investigation. This may include gathering information from relevant parties, reviewing documentation, and assessing the situation.

**4b. Resolution Timeline:** Clients can expect a resolution or response to their complaint within [15 business days] of submission. If additional time is needed, clients will be informed of the delay and the reasons for it.

### **5. Mediation**

**5a. Optional Mediation:** If the client is not satisfied with the resolution provided, they may request mediation. Mediation will be conducted by a neutral third party agreed upon by both the client and Elite League Performance. The costs of mediation will be shared by both parties.

### **6. Final Decision**

**6a. Binding Decision:** If mediation does not resolve the dispute, the final decision will be made by Elite League Performance. The organization will communicate the decision to the client in writing, and this decision will be considered final.

### **7. Limitation of Liability**

**7a.** Clients understand that while Elite League Performance aims to resolve disputes amicably, the organization is not liable for any indirect, incidental, or consequential damages arising from disputes.

### **8. Governing Law**

**8a.** This Dispute Resolution Policy shall be governed by and construed in accordance with the laws of NSW, Australia. Any disputes that cannot be resolved through this policy may be subject to arbitration or legal proceedings in accordance with the governing law.

### **9. Contact Information**

For questions or concerns regarding this Dispute Resolution Policy, clients can contact us at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### **Acknowledgment**

**By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Dispute Resolution Policy.**





## CLIENT RESPONSIBILITIES POLICY

### 1. Participation Requirements

**1a. Eligibility:** Clients are expected to ensure they meet any prerequisites for participation in the programs offered by Elite League Performance. This may include health assessments, skill evaluations, or any other criteria as determined by the program.

**1b. Health Disclosure:** Clients must disclose any medical conditions, injuries, or health concerns prior to starting any training program. This information is vital for ensuring the safety and effectiveness of the training provided.

### 2. Code of Conduct

**2a. Respect and Sportsmanship:** Clients are expected to conduct themselves in a respectful and sportsmanlike manner at all times. This includes treating trainers, staff, and fellow clients with courtesy and respect.

**2b. Teamwork:** Clients should foster a collaborative environment by supporting and encouraging fellow participants. Disruptive or negative behavior will not be tolerated.

**2c. Zero Tolerance Policy:** Any form of harassment, discrimination, or inappropriate behavior will result in immediate removal from the program and potential termination of membership without a refund.

### 3. Attendance and Punctuality

**3a. Timeliness:** Clients are expected to arrive on time for all scheduled sessions. Arriving late may result in a shortened session, as trainers may not be able to extend session times for late arrivals.

**3b. Session Cancellation and Rescheduling:** As detailed in the Service Delivery Policy, clients must provide at least [24 hours] notice for cancellations or rescheduling of sessions. Failure to do so may result in being charged for the missed session.

### 4. Personal Responsibility

**4a. Equipment and Attire:** Clients are responsible for wearing appropriate athletic attire and footwear suitable for the training environment. They should also bring any necessary personal equipment (e.g., water bottles, towels, specific training gear) to each session.

**4b. Personal Belongings:** Clients are responsible for their personal belongings while attending sessions at Elite League Performance. The organization is not liable for lost or stolen items.

### 5. Communication

**5a. Feedback:** Clients are encouraged to provide feedback about their training experiences and any concerns they may have. Constructive feedback helps improve the quality of services offered.

**5b. Emergency Contact:** Clients must provide accurate emergency contact information upon registration. It is the client's responsibility to update this information as needed.

### 6. Liability Waiver

**Acknowledgment of Risk:** Clients must sign a liability waiver prior to participating in any training programs. This waiver acknowledges the inherent risks associated with physical training and releases Elite League Performance from liability for any injuries sustained during participation.

### 7. Compliance

**Adherence to Policies:** Clients are required to comply with all policies and procedures established by Elite League Performance. Failure to do so may result in disciplinary action, including suspension or termination of services.

### 8. Contact Information

For any questions regarding client responsibilities or to report concerns, please contact our team at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### **Acknowledgment**

**By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Client Responsibilities Policy.**



## REFERRAL REWARDS POLICY

### 1. Program Overview

**1a.** The Referral Rewards Program is designed to reward current clients of Elite League Performance for referring friends, family, or acquaintances to our services. By participating in this program, clients can earn rewards while helping others discover our training offerings.

### 2. Eligibility

**2a. Current Clients:** To participate in the Referral Rewards Program, you must be an active client of Elite League Performance with a valid service package.

**2b. New Clients:** The referred individual must be a new client who has not previously signed up for any services at Elite League Performance.

### 3. Referral Process

**3a. How to Refer:** Clients can refer a friend by providing their contact information to Elite League Performance via email at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

**3b. Tracking Referrals:** All referrals will be tracked by Elite League Performance, and clients will be notified when their referral has successfully signed up & completed a 6 week service package.

### 4. Rewards Structure

**4a. Referring Client Reward:** For each friend referred who signs up for a 6 Week Package, the referring client will receive a 25 credit towards their next service.

**4b. Reward Redemption:** Credits earned can be applied to future sessions, packages, or merchandise. Rewards cannot be redeemed for cash and must be used within [12 months] of issuance.

### 5. Limitations

**5a. No Self-Referral:** Clients cannot refer themselves to receive rewards. The referred individual must be an entirely new client.

**5b. Referral Cap:** Clients can refer an unlimited number of friends however, the maximum reward that can be earned per referral is capped at [5 rewards] (i.e., a maximum of \$120 credit).

**5c. Program Modifications:** Elite League Performance reserves the right to modify or terminate the Referral Rewards Program at any time. Clients will be notified of any such changes in advance.

**5d. Referral collection:** Credits will be added once referral has completed 6 week package.

### 6. Communication

**6a. Program Promotion:** Elite League Performance will promote the Referral Rewards Program through various channels, including social media, and in-person announcements. Clients are encouraged to share their referral experiences and invite friends to join.

### 7. Contact Information

For questions or concerns regarding the Referral Rewards Program, clients can contact us at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### ***Acknowledgment***

***By participating in the Referral Rewards Program, clients acknowledge that they have read, understood, and agree to abide by this Referral Rewards Program Policy.***



## PHOTO RELEASE/CONSENT POLICY

### 1. Purpose

**1a.** The purpose of this Photo Release and Consent Policy is to obtain permission from clients of Elite League Performance to use their photographs for promotional and marketing purposes on our website and social media platforms. We value our clients' privacy and rights regarding their images.

### 2. Consent to Use Photographs

**2a.** Grant of Permission: By participating in programs offered by Elite League Performance, clients grant permission for their photographs to be taken during training sessions, events, or activities. Clients also authorize Elite League Performance to use these photographs for promotional purposes, including but not limited to:

- Posting on the Elite League Performance website
- Sharing on social media platforms (e.g., Facebook, Instagram, TikTok)
- Marketing materials (e.g., brochures, newsletters)

### 3. Scope of Use

**3a.** Types of Use: The photographs may be used in various formats, including digital and print media, and may be edited or altered in a manner consistent with the promotional objectives of Elite League Performance.

**3b.** Attribution: Elite League Performance may choose to provide attribution for photographs when applicable, but is not obligated to do so.

### 4. Client Rights

**4a. Revocation of Consent:** Clients have the right to revoke their consent at any time. To do so, clients must submit a written request to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com). Upon receipt of the request, Elite League Performance will make reasonable efforts to remove the client's photographs from future promotional materials; however, previously published materials may remain in circulation.

**4b. No Compensation:** Clients acknowledge that they will not receive any compensation for the use of their photographs, and they waive any rights to inspect or approve the finished product.

### 5. Privacy and Confidentiality

**5a. Respect for Privacy:** Elite League Performance is committed to respecting clients' privacy. Personal information will not be disclosed without prior consent, and photographs will be used solely for the purposes outlined in this policy.

### 6. Contact Information

For questions or concerns regarding this Photo Release and Consent Policy, clients can contact our team at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### *Acknowledgment*

***By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Photo Release and Consent Policy, granting permission for their photographs to be used as specified.***



## MISCELLANEOUS PROVISIONS POLICY

### **1. Force Majeure**

**1a. Definition:** Elite League Performance shall not be liable for any failure to perform its obligations under these terms and conditions if such failure results from events beyond its reasonable control, including but not limited to natural disasters, acts of God, war, terrorism, labor disputes, government actions, or any other events that may cause a disruption to services.

**1b. Notification:** In the event of a force majeure occurrence, Elite League Performance will notify clients as soon as reasonably possible and will make reasonable efforts to resume service as soon as the event has been resolved.

### **2. Severability**

**2a. Severability Clause:** If any provision of these terms and conditions is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction in New South Wales, such provision shall be severed from the terms and conditions, and the remaining provisions shall continue in full force and effect.

### **3. Entire Agreement**

**3a. Entire Agreement Clause:** These terms and conditions constitute the entire agreement between Elite League Performance and the clients regarding the subject matter herein and supersede all prior agreements, understandings, and negotiations, whether written or oral.

**3b. Modifications:** Any modifications to these terms and conditions must be made in writing and signed by both parties. No verbal agreements or representations shall be binding.

### **4. Waiver**

**4a. No Waiver Clause:** The failure of Elite League Performance to enforce any right or provision of these terms and conditions shall not be deemed a waiver of such right or provision or the right to enforce any other provision in the future.

### **5. Assignment**

**5a. Assignment Rights:** Elite League Performance may assign its rights and obligations under these terms and conditions to any affiliate or third party without prior notice to clients. Clients may not assign their rights or obligations under these terms and conditions without the prior written consent of Elite League Performance.

### **6. Governing Law**

**6a. Applicable Law:** These terms and conditions shall be governed by and construed in accordance with the laws of New South Wales, Australia. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts located in New South Wales.

### **7. Contact Information**

For any questions or concerns regarding these miscellaneous provisions, clients can contact our customer service team at [info@eliteleagueperformance.com]

### **Acknowledgment**

***By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Miscellaneous Provisions Policy.***



## TERMINATION OF SERVICES POLICY

### 1. Termination by the Client

**1a. Right to Terminate:** Clients may terminate their services with Elite League Performance at any time. To avoid further charges, clients must submit a written termination request to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com) at least **[14 days]** before the next scheduled billing cycle or session.

**1b. Confirmation of Termination:** Upon receiving the termination request, Elite League Performance will send a confirmation email to the client, confirming the termination date and any final charges, if applicable.

### 2. Termination by Elite League Performance

**2a. Grounds for Termination:** Elite League Performance reserves the right to terminate services for any of the following reasons:

- Violation of the Client Responsibilities Policy or any other policies established by Elite League Performance.
- Inappropriate behavior or conduct that disrupts the training environment or poses a risk to the safety of others.
- Failure to make timely payments as outlined in the Pricing and Payment Terms Policy.
- Failure to disclose relevant health information that may affect participation in training programs.

**2b. Notification of Termination:** If services are terminated by Elite League Performance, the client will be notified in writing via email. The notification will include the reason for termination and the effective date.

### 3. Post-Termination Obligations

**3a. Outstanding Balances:** Clients who terminate their services are responsible for settling any outstanding balances incurred before the termination date. Payment must be made in full before the termination is finalised.

**3b. Return of Property:** Clients must return any property owned by Elite League Performance, such as equipment or materials, before the termination can be completed. Failure to return property may result in additional charges.

### 4. Refunds Upon Termination

**4a. Refund Eligibility:** Clients who terminate their services may be eligible for a pro-rated refund for any unused sessions or services, provided they submit a termination request in accordance with this policy. Refunds will be processed in accordance with the Cancellation and Refund Policy.

### 5. Client Rights After Termination

**5a. Access to Personal Data:** Clients have the right to request access to their personal data held by Elite League Performance after termination. Requests can be made to [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com) and will be processed in accordance with our Confidentiality and Privacy Policy.

**5b. Re-enrollment:** Clients who have previously terminated their services may re-enroll at a later date, subject to availability and current pricing.

### 6. Contact Information

For questions regarding the termination of services or to submit a termination request, clients can contact our customer service team at [info@eliteleagueperformance.com](mailto:info@eliteleagueperformance.com)

### ***Acknowledgment***

***By participating in the programs offered by Elite League Performance, clients acknowledge that they have read, understood, and agree to abide by this Termination of Services Policy.***