

TERMS OF USE OF SERVICES – SUPERNOVA

This document regulates the terms of use of the services provided at Supernova (personal training, physiotherapy, nutrition, and rehabilitation). The purchase of any single session or package implies full acceptance of these terms.

1. Types of Services

- Services can be purchased as single sessions or in packages of several sessions (5, 10, 20, etc.), depending on the option chosen by the client.
- Each session will have a specific duration and characteristics according to the type of service contracted.

2. Personal and Non-Transferable

- Both individual sessions and packages are for personal use only and are non-transferable.
- It is not permitted to assign, transfer, or share sessions with third parties, unless expressly authorized in writing by the center.

3. Booking and Cancellation Policy

- Sessions must be booked in advance through the channels enabled by the center.
- Cancellations must be made at least 24 hours in advance. Otherwise, the session will be considered completed.
- If the client arrives late, the session will not be extended and will end at the scheduled time.

4. Packages Policy

- Purchasing a package implies a commitment to use it.
- Once a package has been purchased, no partial or full refunds will be granted, as the center offers the option of purchasing single sessions without additional commitment.
- Packages have an expiration date, which will be informed at the time of purchase. Once the expiration date has passed, unused sessions will be forfeited with no right to reimbursement.
- The start of use of a package implies acceptance of its expiration date and usage conditions.

5. Client Responsibility

- The client is responsible for attending in adequate physical and health conditions for the session.
- The center is not responsible for injuries or incidents resulting from failure to disclose relevant health information.

6. Center Responsibility

- The center undertakes to provide services professionally, following quality and safety protocols.
- SupernovA may modify schedules, staff availability, or organizational conditions for justified reasons, informing the client as far in advance as possible.

7. Acceptance

- The purchase of any session or package implies express acceptance of these terms, especially regarding the non-transferability of sessions and the non-refund of the amount paid once purchased.

By purchasing a gym membership, a single session, or a service package, the client declares that they have read, understood, and accepted the terms of use established by SupernovA.