

TERMS OF SERVICE
Version 1.1: Effective Date: 15/06/2026



Terms, Conditions & Agreement for services

These terms apply to sports mental performance training services provided through Mental Forge. The policies included in the Mental Forge terms of service may be updated periodically. The most current version will always be available on our website and it is your responsibility to regularly check the website for any changes. By continuing to use our services, you agree to the latest terms which are available at <https://www.mentalforge.com.au>.

Important facts

Mental Forge provides sports mental performance training based on principles drawn from psychology and Cognitive Behaviour Therapy (CBT). The service is educational and performance-focused in nature and is designed to help individuals develop mental skills relevant to sport, training, and competition. Mental Forge is not a psychology, counselling, psychotherapy, crisis, or mental health treatment service. Clients must be 18 years of age or older. Individual results vary and no specific outcome or performance improvement can be guaranteed.

Fees

All fees are on our website, and are subject to revision, it is your responsibility to check the website for any changes to fees www.mentalforge.com.au.

Qualifications

Mental Forge combines extensive experience in sport, competition, and coaching with formal qualifications of Bachelor of Psychological Science and a Master's Degree in Cognitive Behaviour Therapy (CBT).

Session Information

Session lengths and costs are available to view on our website www.mentalforge.com.au. All sessions are prepaid. Clients of Mental Forge may cease participating in services at any time.

Payment, Rescheduling, and Cancellation Policy

Booking, Payment & Confirmation

To confirm your booking, please complete payment on the same day that you make your booking. Unconfirmed bookings may be cancelled without notice after this period. Bank deposit, cash, or credit card payment options are available. Credit card payments are processed securely online via PayPal.

Refunds

- All fees are non-refundable except in cases where Mental Forge cancels a session and is unable to offer a reschedule.
- Refunds will not be provided for missed or cancelled sessions unless otherwise stated in this policy.
- All purchased sessions expire one month from the purchase date.

Cancellation/Rescheduling Policy

- Appointments can be cancelled or rescheduled with at least 24 hours' notice via email.
- Changes within 24 hours will result in forfeiture of the full session fee.
- Cancelled sessions must be rescheduled within one month of the original booking, or the fee will be forfeited.
- If Mental Forge cancels, you will be notified of the cancellation promptly and offered a reschedule or refund.

Late Arrivals and No-Shows

Sessions will end at the scheduled time regardless of when contact is achieved. If you fail to attend a session without the appropriate notice, the session fee will be forfeited. Full session fees apply. Three calls will be attempted: once at the scheduled session time, 5 minutes later, and 10 minutes later.

Emergency or Extenuating Circumstances

Exceptions to cancellation policies for emergencies are considered on a case-by-case basis at Mental Forge's discretion. Notify Mental Forge promptly if you experience a valid emergency.

Communications Policy

Phone communication is reserved for scheduled sessions.

Text messages and social media messages are not regularly monitored and should not be used for appointment cancellations or rescheduling requests.

Email is the preferred method of communication outside of sessions, including arranging, rescheduling, or cancelling appointments. By booking a service with Mental Forge, clients consent to communication via email and to receiving information sheets, worksheets, and other materials relevant to the service.

Please note that email communication is not completely secure and any emails exchanged may form part of the client record.

Disclaimers

While every effort is made to ensure that our services are delivered at the highest standard, Mental Forge cannot guarantee specific results and is not responsible for the outcomes of any actions taken based on the advice or information provided during sessions. Clients engage in our services at their own risk and are responsible for their own decisions and actions.

Client Responsibilities

Clients are responsible for:

- Providing accurate and up-to-date information relevant to the service.
- Attending scheduled sessions on time and participating in the service in good faith.
- Making their own decisions regarding training, competition, sport participation, and any actions taken based on information discussed during sessions.
- Seeking appropriate medical, healthcare, or other professional advice where required.
- Informing Mental Forge of any circumstances that may significantly affect their ability to participate in the service.

Clients acknowledge that progress and outcomes depend on many factors, including individual effort, consistency, application of strategies, and circumstances outside the control of Mental Forge.

Medical Disclaimer

Mental Forge provides sports mental performance training only and does not provide medical, healthcare, physiotherapy, injury management, or other health services. Information and guidance provided through Mental Forge is educational in nature and should not be relied upon as medical or healthcare advice. Clients are responsible for their own decisions, training, participation in sport, and physical wellbeing. If you have an injury, medical condition, or concerns regarding your physical or mental health, you should seek advice from an appropriately qualified healthcare professional. Mental Forge accepts no responsibility for any loss, injury, damage, or adverse outcome arising from actions taken based on information or guidance provided through the service, except where liability cannot be excluded by law.

Privacy Policy

Mental Forge is dedicated to delivering high-quality services while upholding your rights. We prioritize recognizing, respecting, and safeguarding your privacy and confidentiality in every interaction with us. This declaration explains our continuous responsibilities regarding the management of your Personal Information. Mental Forge complies with the requirements of the Privacy Act 1988 (Cth).

What is Defined as Personal Information, and What is the Purpose of Collecting it?

Personal Information refers to any data or opinion that can identify an individual. Some examples of Personal Information we collect include: name, phone number, email address, home address, date of birth. We gather your Personal Information through various means, such as intake forms, interviews, communication via phone or email, our website, publicly available resources, and third parties where appropriate and with consent.

Personal Information relating to payment details such as credit card numbers, full names, phone numbers, email addresses, residential addresses, and dates of birth may also be collected via online bookings and invoices processed through our platform and are securely managed through PayPal. PayPal uses encryption and security measures to protect your payment information. Mental Forge does not store your payment details; all transactions are processed directly through PayPal's secure payment gateway. By providing your payment information, you authorise Mental Forge to process charges as agreed through PayPal. PayPal's Privacy Policy can be viewed here: <https://www.paypal.com/au/legalhub/paypal/privacy-full>

If you contact Mental Forge through Meta platforms such as Facebook, Instagram, or Messenger, you consent to the collection and use of the information you provide to us through those services in accordance with this Privacy Policy. Please be aware that Meta also collects and processes information shared on their platforms for their own purposes, plus for targeted advertising and aligning content to users. Mental Forge does not take responsibility for Meta's use of your data. For more information, please review Meta's Privacy Policy: <https://www.facebook.com/privacy/policy>

In the event of a payment dispute, information such as email and phone records may be shared with third parties as proof that the service was offered or delivered at the agreed time.

Mental Forge will only gather and retain Personal Information essential for delivering our services. When we collect your Personal Information, we will inform you of the purpose and how it will be utilised.

Third Parties

Whenever feasible and practical, we will obtain your Personal Information directly from you. However, there may be situations where information is supplied to us by third parties. In these instances, we will take reasonable measures to ensure you are informed about the information received from the third party.

Security of Your Personal Information

Protecting your personal information is a priority for us; however, no method of internet transmission or electronic storage is completely secure. While we make every effort to use industry-standard measures to safeguard your personal information, we cannot ensure its absolute security.

Use of Cookies and Analytics Tools

Our website may use cookies, Google Analytics, or similar technologies to improve functionality, analyse usage, and support marketing. These may also influence the ads you see on other platforms. You can manage or disable cookies through your browser settings, though this may affect site performance.

Links to External Websites

Our website may include links to external sites. Please note that we are not accountable for the privacy practices or content of these third-party websites, as they are not covered by our privacy policy. If you access other websites through links on our site, we recommend reviewing their privacy policies to understand how your information may be handled.

Disclosure of Personal Information

Your Personal Information will only be shared under the following circumstances:

- *To prevent or reduce a serious and immediate threat to your life or health, or that of another person.*
- *With external agencies, but only with your or your representative's permission.*
- *When legally required, including for mandatory reporting or compliance with a court subpoena.*
- *With written authorisation from someone with lawful authority.*

Security and Destruction of Personal Information

We take reasonable measures to safeguard your Personal Information from misuse, loss, unauthorised access, modification, or disclosure. Client records relevant to the services provided are maintained securely for seven years. Once your information is no longer required for its original purpose, we will ensure it is securely destroyed.

Maintaining the Quality of your Personal Information

It is an important to us that your information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Agreement to Terms and Acceptance by Client

By signing this document, I confirm that I have read, understood, and agreed to the terms of service. I have had the opportunity to seek clarification on any concerns and willingly consent to undertake Sports Mental Performance Services with Mental Forge. I acknowledge that I may discontinue sessions at any time.

Signatures provided in either handwritten or digital form are equally valid and binding.

Signed by (Your Full Name)

Date (DD/MM/YY)

Signature