

## TERMS & CONDITIONS

### GENERAL

- Every possible effort will be made to deliver classes and services on time as advertised. However due to circumstance beyond our control, the schedule is subject to change or cancellation without notice.
- The door to the studios will be locked at the beginning of each class for safety, security and consistent running of classes. Late entry will not be permitted.
- Absolute Yoga & Pilates is not responsible for the safekeeping of student's belongings.
- Absolute Yoga & Pilates reserves the right to refuse entry at any time.
- All purchases are final. Absolute Yoga & Pilates does not offer refunds on services or products for change of mind, injury, illness, change of address or any other reason.
- Class Cancellation must be made via the Absolute Yoga & Pilates online booking system up to 2 hours prior to a class start time without penalty. Cancellations will not be accepted via phone or email. If you do not attend a booked session or cancel within 2 hours of the class start time you will be charged for the class.
- In the case of unlimited memberships if you miss a booked class two or more times within any two week period, your online booking privileges will be suspended until further notice.
- We request that all shoes be left outside of the studio and that once you enter the studio space you will refrain from talking.

### TWO WEEK INTRO OFFER

- The Intro Offer is valid for 2 weeks from the pass activation date. The activation date is the date of the first class booked or attended on the pass, hereon referred to as the 'Activation Date'.
- The Intro Offer allows you to attend an unlimited number of regularly scheduled classes during the pass activation period of 2 weeks.
- The Intro Offer is available for new members, or returning members who have not been back in the studio for over 12 months, once only.

### CLASS PASSES AND MEMBERSHIPS

- Suspensions for all memberships are available for minimum 2 weeks. Anything under 2 weeks will not be considered as a suspension. Suspensions require a minimum of 2 weeks notice to activate in the system. To suspend your membership please email [sara@absoluteyoga.com.au](mailto:sara@absoluteyoga.com.au)
- All 10 class passes have no expiry date.
- Direct Debit Memberships may be suspended twice per year in written request via email for a minimum of 2 week and a maximum of 6 weeks. Discretion can be granted upon approval by the studio owner.
- Contract is in force from the contract start date. The direct debit membership has a minimum term of 6 weeks and allows you to attend unlimited regularly scheduled and advertised classes. It does not include entry to special workshops or retreats.
- Fees will be deducted via client authorised automatic credit card or nominated bank account. Payment in fortnightly increments by any other means is not permitted.

- Please note your credit card statement will show "IPAY Fitness for all direct debit payments and this will indicate your payment to Absolute Yoga and Pilates.
- If a direct debit cannot be made for any reason, Absolute Yoga and Pilates may, in its discretion, process payment anytime after the due date upon receipt of sufficient monies in your account.
- Pro Rate fees will be available and calculated when the contract is purchased in the studio for elected payment dates.
- To suspend your direct debit, a completed request must be submitted in email format to [sara@absoluteyoga.com.au](mailto:sara@absoluteyoga.com.au) at least 2 weeks in advance of your next billing date in order for your request to be effective from the next billing cycle.
- Following the end of your requested suspension period, your fortnightly direct debit will automatically be reactivated.
- To cancel your direct debit, a completed request must be submitted in email format to [sara@absoluteyoga.com.au](mailto:sara@absoluteyoga.com.au) at least 2 weeks in advance of your next billing date in order for your request to be effective from the next billing cycle.
- Cancellations are only valid after completion of the minimum 6 week term.