

Terms and Conditions of Membership for NUFORM PILATES

1. Introduction

Welcome to NUFORM Pilates Studio! Before participating in any classes or appointments provided by NUFORM Instructors and Coaches (ABN: 36561873664), it's essential to read and understand the following terms and conditions. By attending our classes, you consent to these terms and agree to release the Instructor or Coach from any liability according to these terms.

2. Waiver and Release

Unless otherwise notified by the Instructor or Coach, this waiver and release apply to all classes and appointments you undertake with NUFORM Instructors and Coaches. It's crucial to acknowledge that participating in physical activities carries inherent risks, and you agree to assume responsibility for your participation.

3. Cancellations

We adhere to a strict 12-hour cancellation policy. Please review the following guidelines:

- **Pass Holders:** If you hold class passes and cancel within 12 hours of the class start time, you won't receive credit for that class. Cancellation made 12 hours or more before the class entitles you to class credit, which will be automatically added to your account.
- **Membership Holders:** Late cancellations for members will incur an additional charge of \$20 per class.
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4. Class Packages & Memberships

When purchasing class packages or becoming a member, you acknowledge and agree to the following:

- These packages are non-refundable.
- Remaining active passes cannot be refunded if unused.
- You have the option to sell your passes to other active members, friends, or family.
- Purchase class passes only if you intend to be a regular studio attendee.
- Class passes have expiry dates, please read the one you purchase carefully.
- Memberships can be placed on hold after a 12 payments.
- Memberships can be cancelled after 12 payments
- If you wish to hold or cancel a membership before 12 payments have been made you can sell your membership to another active member, friend or family.

5. Membership Holds

You can request a membership hold after being on this Membership for 12 weeks or making 12 payments. To initiate a hold, discuss the desired dates with a staff member.

6. Participant Responsibilities

By participating in our classes, you acknowledge the following:

- You are at least 18 years old.
- Physical activities carry risks, and you accept responsibility for any potential injuries.
- You must disclose any pre-existing conditions that might increase injury risk.
- You'll inform the Instructor immediately if you experience discomfort during a class.
- The Instructor may deny participation based on your health status.
- You're accountable for evaluating your fitness level and choosing the appropriate class intensity.
- Your environment must be suitable for safe participation.
- Classes may be recorded for quality control and promotional purposes unless you notify us otherwise.

7. Liability Release

To the extent permitted by law, you release the Instructor, its directors, employees, and representatives from liability, expenses, damages, or claims related to your class participation.

8. Health Considerations

Consult a healthcare professional before engaging in exercise. This is especially important if you're pregnant or post-natal.

9. Extra Fees

Ensure sufficient funds in your account before booking. PayChoice, a third-party entity, charges \$8.80 for unsuccessful transactions. They might also charge a one-time setup fee of \$5.50. These fees do not benefit NUFORM; they go directly to PayChoice.

10. Class Bookings

Please note that booking into classes is essential; you cannot attend without prior reservation. Bookings are limited to 2 weeks in advance and 30 minutes before that class starts. Please arrive early to class, late arrivals are distracting to clients and teachers.

11. Membership Activation and Payment

When purchasing a membership, please be aware of the following activation and payment process:

- Your first payment is processed at the time of purchase.
- Your membership will become active on the upcoming Monday following your purchase.
- Subsequent automatic payments will occur every Monday after the initial activation. E.g. If you purchase an unlimited membership on a Wednesday, your first payment of \$75 will be deducted immediately. Your membership will commence on the following Monday. From that point onwards, your automatic weekly payments of \$75 will be processed every Monday thereafter.

We understand that this process is determined by our system's functionality and want to ensure transparency regarding payment and membership activation. If you have any questions about this process, please feel free to reach out to our team for clarification. Your satisfaction and understanding are of utmost importance to us.

Remember to consult these terms regularly, as they may be updated. If you have any questions or concerns, please contact us. Your safety and satisfaction are our priorities.

Thank you for choosing NUFORM PILATES.

Effective Date: August 2023

Please retain a copy of these terms for your reference.