



Terms and Conditions

3 Week Trial Membership terms:

- You will be charged a once-off payment of \$120;
- 9 class credits will be instated to your account, which will remain valid for 21 days from first class booking;
- 3 week trials cannot be cancelled, extended, transferred or refunded.

Membership automatic rollovers:

- All memberships will automatically rollover to a new membership at their conclusion;
- 3 week trial memberships are set to automatically roll over into a monthly membership, unless cancelled or requested otherwise prior to the 3 week trial finishing;
- Cancellation of membership rollover must be requested in writing via email (spinnflex@gmail.com) prior to the membership finishing.

Reoccurring membership payment terms:

- You will be charged the weekly membership amount via direct debit or credit card at weekly intervals;
- This is a recurring billing agreement and you will be charged automatically at weekly intervals until cancelled or suspended;
- All membership payments are final and no refunds are available;
- Failed payments will be re-attempted until the payment is rectified;
- We reserve the right to pause any accounts that show a negative account balance, and only reinstate the account once the total owing has been paid.

Membership alterations:

- A change of membership term (ie: changing from a 12 month membership to a Monthly membership) requires a cancellation of membership (with the 28 days notice), however the \$50 exit fee will be waived;
- A change of membership must be requested in writing via email (spinnflex@gmail.com) and the new membership term commences after the 28 days cancellation period of the current membership;
- Memberships cannot be exchanged or taken over by another person.

Class booking cancellations:

- The minimum notice required to cancel a class booking without losing the class credit is 12 hours prior to the class start time;
- Students who cancel a booking more than 12 hours prior to the class start time will have their class credit reinstated to their account;
- Students who cancel a booking within the 12 hours prior to the class start time will be deducted a class credit, which cannot be returned.

Membership suspensions:

- 12 month memberships may be suspended for up to 4 weeks during the 12 month period;
- Monthly and Bush Babes memberships cannot be suspended;
- 14 days notice is required to suspend your membership;
- Suspension of membership must be requested in writing via email (spinnflex@gmail.com) and the 14 days grace period commences from the date a request is sent in writing;
- Memberships can only be suspended for blocks of weeks at a time (i.e. 1 week suspension, or 3 week suspension instead of 10 days or 20 days);
- Membership suspensions cannot be backdated.

Bush Babes membership eligibility:

- Bush Babes membership is only available to individuals who can provide proof of living and/or working out bush for periods of at least 1 week blocks at a time per calendar month;
- Proof must be emailed to spinnflex@gmail.com and may be in the form of a contract or letter from employer etc.
- Bush Babes membership eligibility will be determined on an individual-by-individual basis at the discretion of Spin 'n' Flex
- Bush babes membership requires a minimum 6 month term.

Membership cancellations:

- All membership cancellations, incur a \$50 exit fee;
- 28 days notice is required to cancel your membership;
- A cancellation of membership must be requested in writing via email (spinnflex@gmail.com) and the 28 days cancellation period commences from the date a request is sent in writing;
- Your regular payments will continue as normal during the 28 days cancellation period;
- Your account remains active during the 28 days cancellation period, during which you may continue to book and attend classes;
- Payment for membership cancellations may be charged in one single lump sum payment upon cancellation request (ie: cost of 4 weeks of membership + \$50 cancellation fee).

Membership Class Bookings:

- 12 Month and Monthly memberships include up to 3 classes per week;
- 12 Month and Monthly memberships may book additional classes for \$15 per class;
- 'Bush Babes' and Unlimited memberships include unlimited classes per week;
- Classes available for booking with memberships include Tricks 'n' Spins (at your level only), Stretch 'n' Flex, Pole Dance classes and Pole Play sessions only;
- Memberships can only be used to book classes that are within your experience and ability level (i.e. a level 1 student may not book a level 2 class until they have their instructor's permission);
- Short courses and specialised workshops are not included in memberships and can be purchased for an additional fee as advertised;
- Booked classes cannot be transferred or used by other clients, family, friends or associates.