

CONDITIONS OF MEMBERSHIP

To offer the best possible care while attending 16 Beach Wellness Studio, it is important to carefully read the following conditions of membership. Timetable runs 6 days a week, Monday to Saturday. However, this will go to 7 days a week in the future. Please contact us directly if you have any concerns or questions.

DEFINITIONS:

Mat/Freestyle Classes: These classes incorporate all the key principles of Pilates such as postural alignment, breathing, core stability, controlled movement and flexibility. They include more traditional forms of Pilates such as mat, barre and sculpt. They will also include functional training bodyweight classes to build lean muscle such as reps and sets. (Max. 5 people in a class)

GTS/TRX Classes: Total Gym Gravity Training System & Total Body Resistance Exercise/Suspension Training. These classes focus on increasing functionality and overall strength whilst only using your own body weight as resistance. GTS/TRX classes increase endurance, coordination, and balance. These classes are great for members that wish to sculpt their bodies and enhance functional performance (Max 4 people in a class).

One-on-one Sessions: Personal coaching session with one of our experienced health coaches focusing on overall health and wellbeing, technique, strength, rehabilitation, and nutrition. Great for members wanting a unique and personal experience with specific goals (weight loss, strength, mobility, balance & flexibility, injury prevention recovery and rehabilitation, sport-specific functionality i.e. netball, golf).

MEMBERSHIP TERMS & CONDITIONS

Level 1 Studio Membership – Max. 3 classes per week– (\$40.00 p/w)

- **Maximum of 3 class** bookings per week.
- Members can book up to **3 classes a week 7 days in advance**. If a member does not complete all 3 classes in the 6 days, the remaining credits will **not** roll on to the week after.
- Class choices for this membership option are **Mat/Freestyle and GTS/TRX classes**
- **Minimum 30-day commitment.**

Level 2 Studio Membership – Unlimited Classes – (\$50.00 p/w)

- Unlimited classes.
- Members can book 7 days in advance.
- **Minimum 30-day commitment.**

Level 3 Studio Membership – Max 3x classes per week + 1x One-on-one coaching session (Online membership included) – (\$90.00 p/w)

- **Maximum of 3 class** bookings per week.
- Members can book up to 3 classes a week 7 days in advance. If a member does not complete all 3 classes and 1x one-on-one sessions in the 6 days, the remaining credits will **not** roll on to the week after.
- Class choices for this membership option are **Mat/Freestyle and GTS/TRX classes**
- **Includes 1x One-on-one coaching session** with the preferred coach once a week.
- **Minimum 30-day commitment.**

Level 4 Studio Membership –Unlimited classes per week + 1x One-on-one coaching session (Online membership included) – (\$100.00 p/w)

- Members can book into unlimited classes per week.
- Members can book 7 days in advance. If a member does not complete 1x one-on-one sessions in the 6 days, the remaining credits will **not** roll on to the week after.
- **Includes 1x One-on-one coaching session** with the preferred coach once a week.
- **Minimum 30-day commitment**

Pre-paid Session Cards – (10 Sessions - \$200.00 or 30 Sessions - \$450.00)

- Members can purchase **10 or 30 sessions.**
- These sessions must be used within **12 months of issue.**
- Sessions **cannot be transferred** to another person.
- Session card members will **not** have access to the online member portal.
- Session cards are **non-refundable** and will **not be able to be transferred to credit** for other services in the studio or in the general store.

3-month pre-paid Studio Membership – (\$550 upfront)

- Members can book into unlimited classes p/w
- This membership option does not include the online membership.
- Membership cannot be transferred to another person.
- Non-refundable and will not be transferable to other services in the studio or general store.
- Members can suspend their 3-month membership if they go away or cannot make it to the studio for more than 7 days.

BOOKINGS, ATTENDANCE & PAYMENTS

- Minimum of two people are required for a class to proceed. You will be contacted via text, phone should a class be cancelled. Please be aware classes are on a first come first serve basis. To avoid disappointment, classes can be booked up to 7 days in advance.
- All members will be temperature checked upon arrival of class.
- Bookings need to be texted through to our official booking phone number 0491 203 991. We cannot accept any class bookings unless payment has been made and is successful.
- Bookings will then be made through “BookSteam” our new online booking app or via our website. You will be advised when we are transferring the bookings on to this new system.
- Out of consideration for the coach, other clients, and for your own safety, the warm-up is an important aspect of each class. Please be aware that if you are more than 5 minutes late for a class, the coach may not let you enter the class, at their discretion.
- Owners and/or coaches reserve the right to restrict clients to a particular class type for safety reasons at their discretion. Owners and/or coaches reserve the right to turn clients away if they do not have the correct medical clearance.
- Owners and/or coaches reserve the right to restrict clients into the studio if they have been overseas in the last 14 days, have flu-like symptoms, been in contact with someone tested positive for COVID-19, are awaiting COVID-19 test results, or have a high temperature.
- Classes are not transferable to another individual and cannot under any circumstances be used by another person. If someone other than the person booked into the class arrives to use the class, they will be turned away from the class.
- All class participants must bring their own hand towel to GTS/TRX classes, beach towel for Mat/Freestyle classes and have their water bottles already filled prior to entering the facility. We will not be allowing members to fill up their drink bottles in the studio.
- Members can convert to a new membership from their current membership giving 7 days’ notice. This is based on availability in classes. This excludes members going from an in-studio member to an online member within the first month’s commitment.

CONFIRMATION & WAITLISTS

- SMS reminders are sent to all attendees the day prior for morning classes and the day of evening classes. It is essential to reply either Y (yes) or N (no) prior to 7:00pm the night before or prior to 3:00pm the day of your evening class. If no reply by 4:00pm before evening classes or by 7:00pm for morning classes, we will assume you will **not** be attending and offer you place to members on the waiting list. Therefore, you will forfeit your class session.
- If a selected class is full you may request to be added onto the waitlist via the booking phone number 0491 203 991.
- If a place in the selected class becomes available, you will be notified via text or phone call.
- Members that have booked into a class but have not received a confirmation text need to call the booking number to confirm that their place has been validly redeemed.

CANCELLATION POLICIES

At 16 Beach Wellness Studio our class sizes are small and can fill quickly. All members must adhere to our Cancellation Policy:

- **Early cancellations:** early cancellations must be submitted prior to 7:00pm the night prior to all morning classes and by 3:00pm the day of all evening classes (at time of confirmation text). Early cancellations do not incur any penalty and can be done via text message.
- **Late cancellations and 'No shows':** cancellations that are made after 7:00pm the night before morning classes and after 3:00pm the day of evening classes (after confirmation text has been sent) are considered late cancellations. Members who are booked into a class, have not submitted any confirmation and do not attend are considered 'no shows'. We understand sometimes an unexpected absence can occur. However, if members are constantly cancelling late or are not attending without adequate notice then the member may be subject to a late cancellation penalty. This will either be in the form of a fee or the member will lose their regular spot to someone on the waiting list. No compensation will be made to the member therefore, the member will forfeit a class in line with our 3-class maximum policy.

PAYMENT CONDITIONS & POLICIES

- Direct debits are processed every **Friday**. Therefore, your weekly membership runs from **Friday – Thursday**.
- Please ensure that funds are available. If, however, the transaction is declined, it will be reprocessed on the next business day (Monday). If this transaction is declined once more, you will be contacted by a staff member to arrange payment.
- This membership option is not transferable to friends and family.
- **30 days minimum membership term.**
- 7 days' notice to cancel.

SUSPENSION OF MEMBERSHIP

- If you are wishing to suspend your membership, you are required to notify us **7 days prior to the Friday** you wish your payments to be suspended.
- Minimum suspension is 7 days. Payments will recommence automatically recommence after the designated suspension time. Please ensure you have advised us of your booking upon your return.
- You will also be required to communicate when you wish to attend classes again so we can start your payments again. **Please remember that weekly memberships run from Friday to Thursday.** For example, if you wish to attend a weekend class before going away, you will still be charged for the week and cannot suspend your membership.

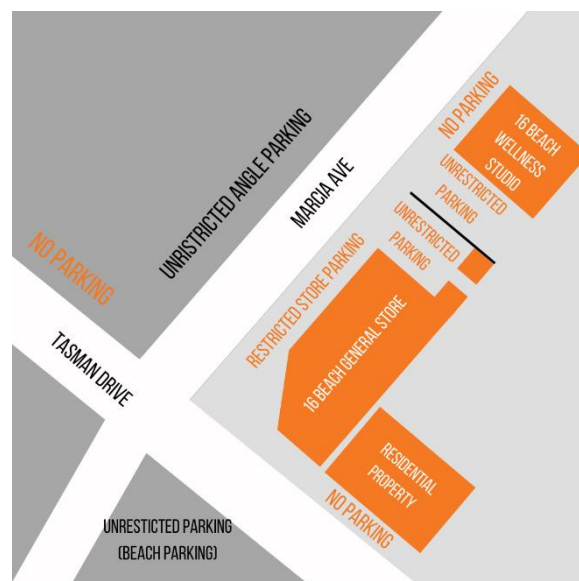
HOUSEKEEPING AND DRESS CODE POLICY

- For safety reasons, **shoes are compulsory for equipment training.** Please ensure shoes are clean before entering the studio.
- For health reasons, **socks are compulsory for reformat classes and for mat classes.** We recommend purchasing Pilates 'sticky socks' which can be purchased from the general store.
- It is compulsory to **bring your own towel** to every class to ensure proper hygiene standards can be met. Please ensure that the towel you bring **covers the entire mat, or members can bring their own mats.**
- During gravity training, hair **must** be tied back for safety reasons.
- Please handle equipment with **care and respect.**

PARKING AND NEIGHBORS

The following parking restrictions apply (see map below):

- General Store:** two horizontal parks are reserved for **general store customers only**.
- Wellness Studio:** Class attendees may use any of the angle parking on Marcia Ave directly adjacent the general store (please ensure parking is on the angle and parked closely to the next car). There are also two car spots between the general store and studio which can also be used. There is also ample parking in the National Reserve (beach parking) on the other side of Tasman Drive. No parking on Marcia Ave past the studio.
- Neighbours:** If you attend class early mornings or in the evening, please be respectful of our wonderful neighbours. Avoid shining headlights into driveways and keep voices down when entering and exiting the studio. **AT ALL TIMES DO NOT PARK ACROSS NEIGHBOURS DRIVEWAYS OR ON THEIR NATURE STRIPS.**



PERSONAL AGREEMENT

I acknowledge that the activities I undertake at 16 Beach Wellness Studio will make my body's systems work harder than at rest. I understand that I must monitor my own physical condition, with the assistance of my trainer and not exert myself beyond a level that is appropriate for my fitness capabilities, knowledge of health and medical advice I have obtained.

I understand that exercises performed hold a risk for experiencing musculoskeletal injury and pain. The program will provide an efficient yet safe warm up, gradual progression and an overview of safety procedures to minimize these risks. If these are not adhered to the risk of injury will be greater.

By participating in the activities at 16 Beach Wellness Studio, I Agree to:

- a) Hold responsibility for any personal injury, illness, loss, and death or property damage.
- b) Participate in activities at my own individual risk and responsibility.
- c) Disclose my present physical conditions, and limitations that I know of, to staff members.

PRINT NAME: _____

SIGNATURE: _____

DATE: ____ / ____ / ____