

MEMBERSHIP TERMS & CONDITIONS

GENERAL INFORMATION

- Memberships require a three-month minimum sign-up period.
- Each month, members are allocated credits (depending on their subscription) and may choose how to spend them.
- Unused credits will roll over for only one month.

BILLING & PAYMENT

- Memberships are billed monthly beginning on the date of purchase.
- Payment is processed automatically via your original payment method.
- It is the member's responsibility to ensure that all payment information is up to date and valid.

CANCELLATION POLICY

- Members are required to provide a minimum of 30 days' notice before the next billing date to cancel their membership.
- Members must submit cancellation requests in writing to admin@platinumwellness.co.uk for filing purposes.
- Verbal, WhatsApp/Messenger/Text Messages will not be accepted as notification to cancel.
- If the member cancels payments without notifying the studio with 30 days' notice, the member understands they will be invoiced for the full amount plus an early termination fee
- No refunds will be issued for partial billing periods unless otherwise stated.
- If the member decides to cancel their membership and later decides to re-join, they will not be able to join on the same membership if it is not available or at the same price as when they cancelled - they will need to re-join at the current membership rate.

MEMBERSHIP FREEZES

- At the studio's discretion, we may consider freezing memberships for extenuating circumstances, such as operations or long-term illness, when a member is unable to attend for longer than 1 month. Please email

admin@platinumwellness.co.uk to discuss this.

- The studio cannot freeze memberships for short-term illnesses or holidays.

CLASS BOOKINGS & CANCELLATIONS

- Members must book classes in advance via Bsport.
- Cancellations made less than 24 hours in advance of the class start time will result in lost credits.
- No shows will also result in lost credits.
- Cancellations must be made online via your BSport account.
- Any cancellation requests via email or WhatsApp may not be accepted, as the studio team have limited access to these platforms during the teaching day.

REFUND POLICY

- All sales are final.
- Platinum Wellness does not offer refunds on memberships except in extenuating circumstances and subject to discussion with the studio owner.

CODE OF CONDUCT

- Platinum Wellness expects members to treat staff and fellow members with respect.
- Platinum Wellness reserves the right to terminate a membership at any time for conduct deemed inappropriate or disruptive.

CHANGES TO TERMS

- Platinum Wellness reserves the right to change these terms at any time.
- Platinum Wellness will notify members of any significant changes to the terms via email.



PLATINUM
WELLNESS