

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.
- Payments may appear on your bank statement as Stripe rather than Platinum Wellness.
- 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.
- Members must not cancel their direct debit or recurring card payment without first providing the required 30 days' written notice to the studio. Cancelling your payment method does not constitute notice of cancellation.
- If a member cancels their direct debit or recurring payment without providing the required notice, a £12 administration fee will be charged to cover the costs incurred by the studio.
- If the member cancels payments without notifying the studio with 30 days' notice, the member understands they will be invoiced for the full outstanding amount plus the £12 administration fee and any applicable 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 — they will need to re-join at the current membership rate.

- Upon cancellation all credits must be used by the end of the membership period — these credits do not roll over by the additional month. (For example if your last payment date was 1st Jan your credits will expire 31st Jan)

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.



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