

PASSES

TERMS & CONDITIONS

PASS VALIDITY & EXTENSIONS

- Passes include a generous validity of 8 weeks for a 4-session pass, and 16 weeks for an 8-session pass.
- Passes will not be extended past their date of expiry except under extenuating circumstances and at the discretion of the studio such as class cancellations or long-term illness or operations where the client has been unable to attend class for over a month.
- Clients must utilise all the pass credits prior to expiration.

CLASS BOOKINGS & CANCELLATIONS

- Clients 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 passes except in extenuating circumstances and subject to discussion with the studio owner.
- Platinum Wellness will not refund passes due to non-attendance.
- Platinum Wellness will not refund passes due unused credits past their expiration date.

CODE OF CONDUCT

- Platinum Wellness expects clients to treat staff and fellow studio members with respect.

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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