

Studio THRYV Membership Contract - General Membership

1. **Cost**
Your ongoing membership will be paid weekly in advance at the start of each week based on the date of activation.
2. **Start Date**
Your membership can start from your date of purchase or you can nominate a date for it to start. Please contact info@studiothryv.com to do so
3. **Membership Inclusions**
Your membership includes access to your chosen number of classes per week, 1 x recovery room session per week, 1 x guest pass per week, Priority booking access up to 6 weeks in advance, 10% off all THRYV branded merchandise purchases in studio
4. **Payment**
You can pay by your specified payment option, which can be either a direct debit from a transaction account or a credit/debit card. Your payment details are held in our system for membership fees and any other penalty fees.
5. **Payment Fees**
Payments made via card will incur a fee of 1.78% charged by mcommerce. Payments made via BSB & Account details will not incur a fee.
6. **Using your Membership classes**
Your membership is for your usage only. Classes are not available for others to use. If someone else is found to be using your membership - you risk your membership being cancelled or your account charged for the cost of a single pass.
7. **Bookings**
All bookings can be made by downloading the mcommerce app and using your unique log in details set up when purchasing your membership
8. **Guest Pass**
Weekly members are entitled to 1 x guest pass per week. The guest cannot be an existing THRYV member and must be a new client. Any clients found to be creating fake names or accounts to bring the same member will have their guest pass privileges removed.
9. **Roll over of unused credits**
Unused credits will roll over into the next renewal period. If the unused credits remain unused they will not continue to roll over. Not applicable to Unlimited Members.
10. **Membership Term**
Your membership is for a minimum 4 week term and has no lock in contract term. This membership is automatically on-going until requested to cease.
11. **Membership Terminations**
1 week's notice is required if you want to terminate your membership. Requests must be emailed to info@studiothryv.com
After your request is received, you will have 1 further payment debited from your payment account, you will still have access to your membership during this time.
If this payment fails or is rejected, your access to classes will cease.
12. **Extensions** (Upon request and not guaranteed)
Class credit extensions are available for times you are absent from the studio (illness or holidays). Please email the studio to see what time extensions you may be eligible for on info@studiothryv.com
We respectfully ask for pre-planned trips, to prearrange your account with a minimum 2 weeks notice via email only.

13. Class Schedules

Class schedules may vary and are subject to change or cancellation without prior notice. We do not accept liability for providing refunds, credits, transfers, or compensation of any kind for classes that do not adhere to the class schedule, including those that are modified or cancelled.

We reserve the right to adjust our Studio opening hours without prior notice. Any permanent changes to our opening hours will be communicated to you.

Each class has a minimum bookings required for the scheduled class to go ahead. If the class is cancelled you will be notified via text message with a minimum of 6 hours notice.

14. Memberships Pauses

Memberships can be paused for a maximum of 4 weeks per calendar year for any reason.

Membership pause requests that exceed the annual 4 weeks will incur a weekly holding fee of 30% of the weekly membership fee.

15. Failed Membership payments

If your payment fails, it will be rescheduled up to 3 times. You will receive an email notification to advise that your payment has failed. If all 3 reattempts fail, your membership will be cancelled and your future bookings forfeited.

16. Rescheduling Classes

To cancel or reschedule any bookings 8 hours notice is required to have your pass returned to your account. Class bookings are to be self managed via the mومence app.

17. Late Cancellations

Should you need to cancel or not attend a scheduled class without providing 8 hours notice, this means you will forfeit your class credit and unlimited members will be charged a penalty fee of \$10. This policy is in place out of courtesy to other clients who may have been waitlisted or wanting to book into your class.

18. No-Show

If you fail to cancel your booking and do not show up to class, you will be charged a \$10 no show penalty. This policy is in place out of courtesy to other clients who may have been waitlisted or wanting to book into your class.

19. Class Credits

Class credits are not transferable to another individual and cannot be used by another person. If someone other than the person booked into the class arrives to use the session, they will be asked to create an account and purchase their own session at the current rate.

20. Rate Increases

Membership rates are not fixed, and are subject to an annual rate increase. You will be notified in writing 4 weeks prior.

21. Changes & Requests

Membership changes, including reducing or increasing attendance can be done by emailing info@studiothryv.com

All changes are done on your next membership renewal unless otherwise discussed. Any requests made via messenger, social media or in app-messages will not be honoured.

Your cooperation is much appreciated.

For any further information, please email: info@studiothryv.com