

## Terms and Conditions for Evolve Hoopz Lab



### 1. Gym Information

- Gym Name: Evolve Hoopz Lab
- Address: 11 Leslie Street, Brunswick
- Phone: 0434 979 770
- Email: [info@evolvehoopzlab.com.au](mailto:info@evolvehoopzlab.com.au)

### 2. Membership and Access Policies

- I have voluntarily chosen to participate in such activities provided by Evolve Hoopz Lab
- There are inherent risks in all aspects of the activities.
- Membership billing is conducted on a weekly basis.
- Members can only attend our facility when they have booked or contacted our team.
- Individuals under 13 years old must be accompanied by a parent or guardian.

### 3. Booking and Reservation

- Members must book casual shooting or shooting machine sessions through the 'Gym Mate' app.
- If unable to attend a booked session, please cancel to allow others to use the spot.
- Each member must sign in for every session either with a trainer or using the provided QR code.
- All customers are required to reserve their place for a class via the online booking system (Gym Mate) at least 4 hours before the start of the class.
- Customers must have valid membership for the type of class they are reserving.
- Cancellations of customers' reservations for a class must be done by 8:30pm the night before for all morning sessions and 4 hours before for all afternoon sessions.

- If a customer cancels their reservation later than these times, a "late cancellation" fee may be charged or a session pass may be forfeited depending on the customer's membership.
- Customers acknowledge that sometimes session numbers may be capped for safety reasons and a reservation may not be available.

#### 4. Gym Rules and Code of Conduct

- Show respect to fellow members, equipment, and gym staff.
- Stay out of the CrossFit space when classes are in session.
- Use appropriate language and avoid derogatory remarks.

#### 5. Liability and Waiver

- Evolve Hoopz Lab is not liable for any injuries or accidents that may occur on the premises.

#### 6. Payment and Refund Policies

- Refunds are available upon request with a valid reason.

#### 7. Safety and Emergencies

- In case of an emergency, dial 000.
- If you need assistance, please contact a gym trainer or reach out to us at the provided contact information.

#### 8. Membership Termination or Suspension

- Suspensions can be made for a **maximum of 2 weeks** out of any 6 months time period.
- Cancellations of a customer's membership can only be done after the minimum agreement of their respective plan has been completed.  
Suspensions or cancellations must be submitted with at least 2 weeks notice prior to the date of requested Suspension or Cancellation.

All Suspensions and cancellations must be emailed to [info@evolvehoopzlab.com.au](mailto:info@evolvehoopzlab.com.au)  
Considerations will be discussed for injury/illness

## 9. Contact Information

- For inquiries, feedback, or assistance, please contact us at the provided phone number or email address.

## 10. Membership Violations

- Members caught violating gym policies will receive a warning.
- Continued violations may result in a requirement to upgrade the membership plan or termination.

## 11. Private Coaching Cancellation Policy

- Cancellation of booking 48 hours away from session=No Fee
- Cancellation of booking 48-24 hours away from session=25% of cost
- Cancellation of booking 24-8 hours away from session=50% of cost
- Cancellation of booking Under 8 hours away from session=100% of cost
- '10 pack' means '10 weeks'. If you are unable to attend your session for a given week, you will need to reschedule to a different time that same week, otherwise the session is forfeited.