



POINTE PILATES STUDIO TERMS & CONDITIONS

Please read over our Terms and Conditions to familiarise yourself with our Studio policies, procedures, expectations & most importantly Studio etiquette.

Pointe Pilates Studio (ABN 40 901 537 386) assumes you agree and therefor are bound to these terms and conditions upon receipt of your class/membership purchase.

Note, changes to our Terms and Conditions is at the discretion of Pointe Pilates Studio and clients will be notified of such changes in writing.

CONDITIONS OF ENTRY

- i. Pointe Pilates Studio Owners or Instructors shall have the right to restrict members and all other persons to class for safety reasons and shall have the right to turn you away if you do not have the correct medical clearance.
- ii. Pointe Pilates Studio is not responsible for the safekeeping of your belongings. We encourage you to leave all valuable items at home and only bring what is necessary into the Studio.
- iii. Clients with any prior injuries/illness should address any concerns & seek approval with their practitioner prior to participation at the studio. Participating in our classes are done so at your own risk.
- iv. Clothing attire that allows for physical movement should be worn to the studio and it is a requirement that grip socks are worn in all classes for hygiene reasons.
- v. Smoking is prohibited inside and out the front of our Studio at all times.

POINTE PILATES STUDIO CANCELLATION POLICY

- i. Should clients late cancel OR no show for their class, you will forfeit your pass (from pack or pass/week), in addition to this, anyone on a 7/week pass will incur \$20 late cancellation fee.

STRICT CANCELLATION POLICY APPLIES

Timetable Classes: ALL classes group require 10 hours cancellation.

Private Appointments require 24 hours cancellation.

LIABILITY

You acknowledge and agree that Pointe Pilates Studio and our Representatives shall not be liable for any injury, illness, accident, loss or damage of any kind whatsoever suffered by you either directly or indirectly in connection with your attendance at or entering the Studio or participation in a class or as a consequence of your Membership and you release Pointe Pilates Studio and its Representatives absolutely from any and all claims in connection therewith.

INDEMNITY

You shall indemnify and keep indemnified Pointe Pilates Studio and our Representatives in respect of all loss or damage suffered by us, or our Representatives, as a consequence of any breach by you of these Terms and Conditions.

PURCHASE POLICY

Membership & Pack purchases

Services at Pointe Pilates are non-transferrable & we are under no obligation to offer a refund once a purchase is complete, however we will allow for memberships to be placed on hold in the event of illness/or holidays, providing we are given at least one weeks' notice to admin@pointepilates.com.au .

NOTE: Maximum hold of 4 weeks a year, over this an administration fee of \$5/week will be applied.

PRIVACY POLICY

Your Contact details and Privacy

- i. Pointe Pilates Studio uses a third-party client management software, known as "Mindbody Online". To create a client membership, your personal information will be provided to the proprietor of Mindbody Online. The collection and use of personal information by Mindbody Online is governed by Mindbody Online's privacy policy <https://www.mindbodyonline.com/privacy-policy> , which can be viewed here.
- ii. Members must ensure to notify the studio of any change of contact details via email at admin@pointepilates.com.au. This ensures you stay up to date with all our news & offers.
- iii. Pointe Pilates Studio complies with the Privacy Act. We take the protection of your personal information seriously. Should you wish to obtain/amend any personal details please contact us.

A copy of our Terms and Conditions can be found on our website www.pointepilates.com.au, requested in the studio or via email to admin@pointepilates.com.au