

RISE PILATES TERMS & CONDITIONS

These Terms & Conditions (“T&Cs”) govern your participation in Pilates Reformer classes at Rise Physio & Health. By purchasing a class pass or membership, you agree to abide by the following terms.

Class Passes:

Class passes are valid for a fixed period from the date of purchase:

1 x Class Pass: Valid for 1 month

5 x Class Pass: Valid for 2 months

10 x Class Pass: Valid for 4 months

Class passes are non-refundable and non-transferable.

Classes must be booked in advance via Punchpass.

Cancellations must be made at least 1 hour before the scheduled class to avoid forfeiting the session.

No-shows or late cancellations with a 1 hour timeframe will result in the class being deducted from your pass.

Memberships:

Your membership will start as soon as you complete your purchase.

We offer the following weekly memberships:

- 2 Classes / Week
- Unlimited / Week

Memberships are debited weekly on a recurring basis.

Please ensure you have sufficient and available funds on the direct debit date. A \$3 dishonour fee will apply to any failed or declined payments.

Class credits will expire if not used within the week. They will not roll over into the next week. Our week is based on a Monday to Sunday timetable.

Cancellations must be made at least 1 hour before the scheduled class to avoid forfeiting the session.

Late cancellations, within 1 hour of the scheduled class starting time or no-shows will result in a loss of class credit, as applicable.

Memberships have no minimum term; however, cancellation requires 30 days’ written notice sent to admin@risephysioandhealth.com.au

Members may temporarily pause their membership with at least 48hrs written notice to admin@risephysioandhealth.com.au and can be temporarily paused for a total of 8 weeks per calendar year.

Members may change their membership level with 48hrs written notice to admin@risephysioandhealth.com.au

Pauses, cancellations, and membership changes cannot be backdated. All requests must be submitted in writing via email to admin@risephysioandhealth.com.au prior to the requested change taking effect and must adhere to the stated notice periods and timeframes outlined in our Terms & Conditions.

Prices for class passes and memberships are subject to change. In the event of a price adjustment, all current membership holders will be notified in writing with reasonable notice prior to the changes taking effect.

Unless otherwise indicated, all prices for goods and services include GST.

Rise Physio & Health reserves the right to cancel or change classes, instructors, or schedules. Notice will be given where possible.

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