

ORGANIC PILATES TERMS & CONDITIONS

Definitions:

In these Terms and Conditions:

Organic Pilates means Organic Pilates Pty Ltd (ABN 37 607 079 185). Terms means Terms and Conditions; and You means you, the person acquiring goods and services from Organic Pilates.

Basis of Terms and Conditions:

These Terms and Conditions can be amended by Organic Pilates at any time. Reasonable effort will be made to inform clients of changes. Notification of changes will be made via email, published on our website, social media and in studio signage and announcements.

Acceptance of Terms and Conditions is a condition of entry. Continued use of the services and/or payment of membership fees is deemed to be acceptance of these Terms and Conditions.

Organic Pilates complies with the Privacy Act. We take the protection of your personal information seriously. If you have any questions about our Privacy Policy, or if you wish to request access to your personal information, correct or update your details or raise any privacy concerns you may have, please contact us at hello@organicpilates.com.au The information that you provide to us is stored by our client management software system Mindbody Online. Their Privacy Policy can be viewed [here](#)

Terms & Conditions:

1. Organic Pilates reserves the right to refuse entry.
2. Every possible effort is made to deliver classes and services on time as advertised. However, the schedule is subject to change or cancellation without notice. Organic Pilates is not liable to refund, transfer or offer compensation of any kind for classes that are late, changed or cancelled for any reason.
3. No late entry is permitted.
4. Organic Pilates is not responsible for the safekeeping of your belongings.
5. All purchases are final. Organic Pilates does not offer refunds on services or products for change of mind, user error, injury, illness, change of address or any other reason.
6. All passes and memberships are non-transferable.
7. Class Cancellation must be made via the online booking system or mobile app up to 12 hours before all classes without penalty. Cancellations will not be accepted via phone or email. For clients using casual class passes or class packages, if you do not attend a booked session or cancel within the early cancel window, that class will still be deducted from your class credit/package.
8. A late cancellation fee of \$30 will be charged for all client who late cancel or no show.
9. Please late cancel if you are unable to attend a class to make your place available

to others.

10. Gift cards can be redeemed for classes or memberships. They are not redeemable for cash.

11. In attending classes at Organic Pilates, you agree that neither you, your heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Organic Pilates or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

12. We reserve the right to increase fees for equipment based casual classes and packages. We reserve the right to increase fees for memberships at any time after the minimum period of your agreement has ended. We will make a reasonable effort to notify clients of changes. Notification of changes will be made via email, published on our website, social media and in studio signage and announcements. Where we have made a reasonable effort to notify you of a fee increase, you authorise us to increase any debits from your nominated account.

13. Please arrive at least five minutes before class as there is no late admittance.

14. Listen carefully to the teacher's instructions.

15. Wipe the upholstery of the reformers, wunda chair or your mat and surrounding space before you leave the studio.

16. In attending Organic Pilates, you acknowledge that teachers may use tactile cueing and adjustments to maintain a safe Organic Pilates experience. Additionally these cueing methods are used to deepen your learnings and grow your capabilities.

Reformer Based Class Packages

(Includes Reformer Based 5, 10, 20 and 50 class packages)

1. 5 and 10 class reformer packages expire in 6 months and all other classes expire 12 months after the activation of the pass. The activation date is the date of the first class booked or attended on the pass.

2. No refunds, transfers, suspensions or extensions are offered on unused portions of passes due to illness, user error, injury, change of address or any other reason.

Reformer Based Casual Classes

1. The activation date is the date of the first class booked or attended on the pass.

2. No refunds, transfers, suspensions or extensions are offered due to illness, injury, change of address or any other reason.

Memberships

1. Every possible effort is made to deliver classes and services on time as advertised. However, the schedule is subject to change or cancellation without notice. Organic Pilates is not liable to refund, transfer or offer compensation of any kind for classes that are late, changed or cancelled for any reason.

2. The minimum term is six consecutive weeks, except for the Platinum membership which is 12 consecutive weeks

3. The \$55/week allows you two scheduled group classes a week

4. The \$65/week allows you three schedule group classes a week

5. The \$75/week allows you seven schedule group classes a week

6. After six consecutive weeks, the membership will automatically continue on a weekly basis until Organic Pilates is advised by you via email (hello@organicpilates.com.au) to terminate the membership. 2 business days notice is required to process cancellations.
7. Membership fees will be charged to your credit card or bank account once per week via a third party biller.
8. It is your responsibility to ensure there are sufficient funds available to cover the weekly auto-debit. Should a payment be declined for any reason, Organic Pilates reserves the right to process payment at anytime to settle any debt owed. If an auto-debit is declined due to insufficient funds, the transaction will fail which requires additional administration and yields additional bank costs. Unfortunately, Ezidebit is unable to absorb these costs and applies a \$11.90 fee for these failed transactions. This fee is debited 7 days after the failed payment.
9. Organic Pilates is in no way responsible for additional bank fees that you may incur from your bank. Bank fees are under the terms and conditions of contractual agreements that lie between you and your bank.
10. If an auto debit cannot be made for any reason, Organic Pilates may in its absolute discretion, process payment anytime after the due date upon receipt of sufficient monies in your account.
11. After the six consecutive week minimum term, memberships can be cancelled in writing (via email to hello@organicpilates.com.au). 2 business days notice prior to the cancellation date request is required to process the suspension. Cancellations will not be accepted via Facebook, phone or any medium other than email.
12. After the six consecutive week minimum term, membership may be suspended via a written request (via email to hello@organicpilates.com.au) for a minimum of two weeks (14 days) and a maximum of six weeks at a time. Suspensions are limited to a maximum of ten weeks per year. Suspensions must be made in 7-day increments. Organic Pilates cannot pro-rate day usage. 2 business days notice prior to the suspension date request is required to process the suspension. Suspensions will not be accepted via Facebook, phone, in person or any medium other than email.
13. If auto-debit payments fail for 2 weeks or more, Organic Pilates may in its absolute discretion cancel the membership.
14. The terms and conditions of our third party biller Ezidebit form a binding component of your membership agreement. They can be found in hard copy at reception or on the bottom left of our website organicpilates.com.au titled "Ezidebit T&C's"

Organic Pilates 12 Months Upfront Membership

1. The Organic Pilates 12 months upfront membership is valid for 12 months (365 days) as stated on purchase.
2. This membership allows you unlimited regularly scheduled classes
3. The activation date begins on the date of purchase.
4. No refunds, transfers, suspensions or extensions are offered on the Organic Pilates 12 month Membership for any reason.
5. Memberships may not be shared or transferred for any reason at any time.

6. No entry is permitted after the class start time and leaving class early is strongly discouraged.

Organic Pilates 6 Month Upfront Membership

1. The Organic Pilates 6 Month Upfront Membership is valid for 6 months (26 weeks) as stated on purchase. The activation date is the date purchase.
2. This membership allows you unlimited regularly scheduled group classes
3. No refunds, transfers, suspensions or extensions are offered on the Organic Pilates 6 Month Upfront membership for any reason.
4. Memberships may not be shared or transferred for any reason at any time.
5. No entry is permitted after the class start time and leaving class early is strongly discouraged.

NEW CLIENT TASTER

1. This membership is available for new students to Organic Pilates only.
2. Only one New Client Taster membership per person.
3. The New Client Taster is valid for 2 weeks (14 days) as stated on purchase. The activation date is the date of the first class booked or attended on the pass.
4. This membership allows you one private introductory session and 3 group classes.
5. No refunds, transfers, suspensions or extensions are offered on the New Client Taster membership for any reason.
6. Memberships may not be shared or transferred for any reason at any time.