TERMS AND CONDITIONS

Please read through the terms and conditions before enrolling at Scout Pilates & Yoga. When enrolling as a student of Scout Pilates & Yoga, you agree to the terms and conditions as laid out on the Scout Pilates website scoutpilates.com.au

General Terms and Conditions

1. Our Introductory offer of 5 classes (valid for 14 days) is only available to brand new clients. You can only purchase the introductory offer once. The introductory offer is non-refundable and will activate from the date of your first class booking. Clients found to be buying the Introductory Offer more than once will be suspended and charged any additional class costs they may have incurred. You cannot buy the introductory offer again to try a second Scout location.

2.  Cancellations made -4 hours prior to group class start time will forfeit that session. No-shows and absences will forfeit that session. This applies to class packs and Crew Memberships. Unlimited Classes Membership holders will incur a $15 fee for late cancelations or no show. This payment will be charged to your card following your session. If you receive an email saying you did not attend a class but you know you were there, please notify Scout Pilates & Yoga at hello@scoutpilates.com.au as soon as possible.

Please make sure to check in with front desk for every class you attend (or if no desk staff are on to ensure your teacher checks you in). Failure to check in can result in a late cancellation/no charge fee. If you are charged but were present or if you accidentally late cancelled etc, a $1 deduction will be made from the refund to cover the initiation of the refund on your behalf.

Private Sessions have a -12 hour late cancellation window. Please make every effort to cancel before such time or the full session price will be forfeit.

3. Payment must be made prior to booking. To book into a class you must either have pre-purchased sessions in your account or an active subscription. Any classes taken above and beyond your active membership or passes will need to be paid for.

4. Out of consideration for the teacher and other clients, please don't be late. Please be aware that if you are more than 5 minutes late for a class, your spot may be given to a waitlisted or stand-by client. Entry after 5 minutes into class will be denied for your safety and to ensure no interruption to clients currently in session. No exceptions. The Scout team will endeavour to find you a spot in the next available class on standby in this instance.

5. Owners and/or teachers reserve the right to restrict clients to a particular class type for safety reasons; and owners and/or teachers reserve the right to turn clients away if they do not have the correct medical clearance.

6. If a class you want is full, you can sign up for the waitlist. Should a place become available you will receive an email from us letting you know you are in class. Placing yourself on a waitlist indicates an earnest intention to attend that class and you are required to cancel yourself off the class if you can no longer attend. The same cancellation period applies for waitlisted clients. If you don’t have an active pass on your account in order to take the spot, your place will be offered to the next client. Late cancellation and no show charges do apply to missing a class you were placed into from the waitlist.

7. 10 Class Packs are valid for 3 months from purchase date. 20 Class Packs are valid for 6 months. Sessions are non-refundable and are not transferable but can be extended if you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.

8. All of our weekly memberships have a 12 week minimum commitment – after that they can be cancelled at any time with 7 days written notice to hello@scoutpilates.com.au. Holds on your account can be placed with a 3 day minimum notice for up to 6 weeks per calendar year, except in the case of injury/pregnancy. Please let us know if you require a medical hold. We require a medical certificate to provide a long-term hold. All suspensions must align with existing payment cycles.

9. Sessions are not transferrable 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 sessions.

10. Gift cards can be used for Pilates classes and product at Scout Pilates & Yoga. They are not redeemable for cash and are non-transferable. Scout Pilates does not offer refunds, transfers, suspensions or extensions on Gift Cards for change of mind, injury, illness, change of address or any other reason. All purchases are final and in accordance with the Australian Competition and Consumer Commission.

11. Scout Pilates & Yoga reserves the right to cancel a class with only 1 client booking. The client will be offered a spot in a class at the same or similar time with the same pass where available. Scout Pilates reserves the right to cancel or change the class type or teacher due to illness/emergency. Any changes will be communicated in as timely a manner as possible via email and/or SMS.

Membership Terms and Conditions

1. All Memberships operate on a 7 day autopay schedule from the credit card stored in Momence (a secure system). Payment will continue unless notified (see Termination Policy below).

2. Memberships will continue with scheduled auto-pays unless Scout Pilates & Yoga is notified of a termination request in writing (see Termination Policy below). If your auto-pay fails, Momence will provide a three day grace period to process your membership payment before your account will be locked for future bookings. If your autopay fails, you are still bound to pay for that week/s and your current week in order for your membership contract to be considered paid. Scout Pilates & Yoga reserves the right to reclaim funds for unpaid weeks under your membership contract.

3. Memberships may be subject to price increase, but will be communicated in writing 4 weeks prior to any change.

**Membership suspensions**

At least 3 days written notice is required for membership pause/suspensions. This ensures that the correct measures are put in place to cease credit card payments that are scheduled for the given period. Please email us to request your hold.

**Membership termination**

1. Scout Pilates & Yoga requires at least 1 weeks written notice to terminate membership. Please email request to hello@scoutpilates.com.au.

2. In the case of long term or permanent injury or illness that prevents the use of our services, immediate membership termination will be permitted. Termination will take effect from the date we receive written confirmation from a medical doctor.

3. Scout Pilates may terminate a membership without notice for inappropriate, offensive or illegal behaviour, as determined by us, which occurs on our premises or is directed at our staff or other members.