

MEMBERSHIP TERMS & CONDITIONS

By attending Wellwood Health and purchasing a Membership you are agreeing to both the General terms and conditions and the Membership terms and conditions.

Contract Duration:

No Contracts. No joining fees.

Membership Cancellations:

Members can cancel any time via the Wellwood Health MINDBODY Booking link at the bottom of this page. If you wish to cancel via email (info@wellwoodhealth.com), a two week waiting period will apply. Refunds will not be issued if you cancel your membership. If you cancel your membership, any unused classes will expire immediately. Please ensure you have removed any future class bookings to avoid extra charges.

Membership Fees:

The client agrees to pay their membership fees from their nominated credit card or via direct debit from a nominated bank account on the agreed day/date set out when they start their membership.

Fees can be paid weekly or fortnightly only. Membership fees must be paid in advance.

It is your responsibility to ensure there are sufficient funds available in your nominated bank account or credit card to cover the cost of your membership.

If your membership payment is declined, an automated \$5.00 default fee will be charged to your nominated payment method linked to your Wellwood Health Membership. There will be no exception to this rule. We are in no way responsible for additional fees that you may incur from your bank in relation to processing the payment of fees.

Extra Classes & Membership Changes:

Clients are welcome to attend extra classes above their Membership tier.

Each extra class attended will be charged at your Membership tier with the exception of Clinical classes and community classes. Clinical classes will be charged at our Clinical 1 membership rate of \$32 per class. Community classes will be charged at their standard casual rate of \$5 per class.

Extra class fees will be charged out to the same nominated credit card or direct debit from a bank account as membership payments. These payments will occur after your booked session.

If a client wishes to move up or down a membership tier, they are to do so by cancelling their current membership via the Wellwood Health MINDBODY booking link at the bottom of this

page. You will then need to go and purchase a new membership via the Wellwood Health app or website. You can also email your request (info@wellwoodhealth.com) however it can take up to 2 weeks to process.

Suspending Membership:

Clients can suspend their membership provided 2-weeks notice has been given prior to the first day of the suspension date.

Written notice must be issued via email: – info@wellwoodhealth.com

Following the end of the requested suspension period, your auto-renew will automatically be reactivated. Suspensions can only be actioned if the account is up to date and not in arrears.

Membership Deactivation:

Wellwood Health has the authority to cancel your membership and remove you from booked classes at any time if your account becomes in arrears. All arrears will need to be cleared to reactivate. Unused classes will expire indefinitely if deactivated.

Unused Class Expiry:

Unused Membership classes will expire 1-month from the purchase date.

If you cancel your membership, any unused classes will expire from the date you cancel your membership.

Class Bookings/Cancellations:

Classes can be booked and cancelled via the Wellwood Health mobile app or website.

There is a strict cancellation policy. Cancellations made outside of the nominated cancellation window will incur the full cost of the class booked. If for any reason you are unable to cancel via the app or website, you can also cancel your bookings by texting or emailing the centre.

You may reschedule your class within the cancellation window as long as the rebooked class is on the same day as the original booking. To do this you will need to late cancel the original booking and book into the new class then text or email Wellwood Health to notify them of the change. If you do not late cancel the original booking you will be charged as if you attended both. If you do not text or email to notify Wellwood Health on the same day as the change you will be charged as if you attended both classes. (Same policy applies for Vitality members)

If you know you will not be able to make a class for which you have booked, and it is within the 6-hour cancellation window, cancellation must be made, so that another person may take your reservation. Frequent 'no-shows' may result in pre-booked classes being cancelled by management.

If you are a no-show to a booked class, you will be charged as if you attended the class.

Cancellation Windows

- Community and Group Classes – 6 hour cancellation
- Clinical Classes – 12 hour cancellation
- 1:1 Personal Training – 24 hour cancellation

*Vitality members will incur a late cancel/no-show fee to be charged. Details in *Vitality Memberships clause below.

Class Waitlists

If you are unable to book a spot because the class is full, register yourself on the waitlist and when a spot becomes available, you will be notified via email and/or text (dependant on whether you opted in for email and/or text notifications) and automatically booked into the class.

As a courtesy, if you are no longer available to attend the class, please remove yourself from the waitlist via the mobile app or website.

Once you have been added to the class from the waitlist, our cancellation policy applies.

Membership Family Sharing

Membership sharing may be requested in writing via info@wellwoodhealth.com

Only requests for the immediate family such as a spouse or parent/child will be considered

Vitality memberships are not available for membership sharing

***Vitality Memberships:**

Vitality Membership tier offers unlimited group and community classes.

Booking multiple spots in classes on one day may result in extra charges under the cancellation policy

If you are unable to attend a class, you must cancel within the 6-hour cancellation policy (please read thoroughly above in Class Booking/Cancellations & Class Waitlists)

If you late cancel/no show more than three classes within a 7-day period a \$5 “late cancellation/no show fee” will be deducted from your credit card/bank account on file at Wellwood Health

***Clinical Pilates Classes/Memberships**

Clinical Pilates classes have their own Membership

All membership Terms and Conditions apply to Clinical Memberships

Schedule/Staff/Class Changes

Class Schedules/cancellations are subject to change without notice.

We are not liable in any way to provide you with a refund, credit, transfer, or compensation of any kind for classes that are not held in accordance with the class schedule, including without limitation any classes that are changed or cancelled.

We reserve our right to change our opening hours at our Centre at any time, without notice to you.

Membership Terms and Conditions Exemptions:

We are a small family-run business that wants to continue offering our services to the community at an affordable rate long into the future. Please do not ask for us to alter our terms and conditions as refusal may offend.