



Pilates Boutique by Nicole Calvino

## **little Sanctuary Pilates Membership Terms & Conditions**

Welcome to little Sanctuary Pilates Boutique. Enclosed in this document are the membership terms and conditions for little Sanctuary Pilates. Please read carefully before you make your decision.

For information regarding your Payment obligations, termination of membership and other agreements that bind you and your instructor(s) at little Sanctuary please refer to the Client Agreement form.



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## **Terms and Conditions**

You agree to and accept that payment is to be made for your membership package either weekly, monthly or annually and prior to your session time. You agree to the other terms and conditions that are described in the Client Agreement form. Packages are designed on sessions per week. Unused sessions during the week **do not** roll over to the next week.

## **12 Month Membership Packages**

As a 12 Month Membership holder you are entitled to:

Full service of the sessions you have paid for from your choice of available positions in each time slot. Extra add on sessions at your membership term price.

1 re-assessment every 6 months from the start date of your membership.

Membership promotions and specials

Member only deals

Welcome Package

## **6 Month Membership Packages**

As a 6 Month Membership holder you are entitled to:

Full service of the sessions you have paid for from your choice of available positions in each time slot. Extra add on sessions at your membership term price.

1 re-assessment from the start date of your membership.

Membership promotions and specials

Member only deals

Welcome Package

## **3 Month Membership Packages**

As a 3 Month Membership holder you are entitled to:

Full service of the sessions you have paid for from your choice of available positions in each time slot. Extra add on sessions at your membership term price.

Membership promotions and specials

Member only deals

Welcome Package



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## Cancellations

little Sanctuary asks that you advise us of your need to cancel your booking in a session as soon as possible and at a minimum of 12 hours prior to the session you have booked. Cancellations made within 12 hours prior to your session may incur the full session fee. Cancellations that are the result of an unavoidable emergency, sudden illness or similar circumstance that prevents you from being able to attend your booked session may be excused at the discretion of the studio.

For example: Waking up with a cold is a reasonable reason for not attending your morning session. A friendly text explaining you will be absent is requested.

## Repeated cancellations

Cancellations that occur regularly or 3 times in a row may incur the full charge of your session. little Sanctuary reserves the right to temporarily ban clients from booking into sessions for a period of 4 weeks should regular cancellations and no-shows occur. Clients will be advised of this temporary ban and little Sanctuary will attempt to have a consultation with the client to address the issue.

## No Shows

We do understand that some events are unavoidable and out of our control at times. However, we do ask that you show us the courtesy of letting us know why you did not show up to your session. Repeated no-shows to sessions will force us to suspend your availability to session bookings as when you no-show to a class you could be taking a spot from someone who is wait listed and wishes to participate in a session for themselves and their health.

## Public Holidays

little Sanctuary does not open for Public Holidays, should your regular session fall on a public holiday please seek to book into an alternate session. Should all sessions be booked out little Sanctuary will attempt to accommodate you into another session.

## Instructor Illness or unavoidable incidents and accidents

Should your instructor be unable to instruct the scheduled session all attempts will be made to have an alternate instructor available. Should an alternate instructor be unavailable to teach the session you will be notified by email, text or push notification that the class will unfortunately be canceled. You are entitled to a make up session to be used within the timeframe of your current membership.

## Client Illness and Medical breaks

If you become sick it is advisable that you stay at home to recover and prevent the spread of illness. Please advise at the earliest convenience of your illness.

If you become chronically unwell and this prevents you from being able to practice Pilates please advise me at your earliest convenience. If you would like to discuss a break in your membership plan I am happy to talk with you to assist you in finding a solution to your needs. If you are in need of a change of membership type due to chronic illness or an injury I am happy to assist you in finding the best solution for you. Please keep in mind that current research suggests that movement is a very important part of treatment and recovery for chronic illness, as it is better able to maintain your body pre, during and post treatments. The benefits of movement to mental health and ability are clearly in favour of mind body activities like Pilates.

## Unavoidable incidents and accidents

At times unavoidable incidents occur that prevent us from being able to do as we planned. If such an incident has occurred please advise of your absence at your earliest convenience. Please refer to the cancellation policy.

## Make Up Sessions

Make up sessions can occur when i) the Instructor is unable to teach the scheduled class due to illness or emergency and no other instructor can be found to fulfil the instruction ii) due to an unforeseen closure (not outlined in the Client Agreement) your **prepaid** session can not be fulfilled. iii) You take a break (e.g. holiday) and want to make up the sessions you have missed.



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### **Membership Cancellation fee**

Should you need to cancel your membership please note that there is a 2 month notification request. You are still eligible to practice as per usual until the end of this 2 month period. As stated in the client agreement you are responsible to pay out the remainder of your membership term. This can be either in your pre arranged deductions or a one off Paid in Full payment.

### **Membership Downgrade fee**

Should you need to downgrade your membership please note that there is a 1 month lead in time for the down grade to become effective.

### **COVID closures and other forced closures**

Closures like those we have seen due to COVID-19 are unfortunate and may require some rearranging of facilities and provision of services to you. We understand that these closures are an inconvenience to you as they are to us aswell. In the event of quick lockdown closures, little Sanctuary will furnish you with Make up sessions for the first week of a forced closure.

When there is a prolonged closure, little Sanctuary will begin online classes in the form of pre-recorded mat sessions and live sessions. If you are in need of assistance in the set up for these sessions little Sanctuary is happy to assist at no cost to you. Pre-recorded sessions will be open to those that have a membership to small group classes. Live sessions will be conducted for those that have semi private or private sessions on a membership or regular basis. Membership fees will remain the same throughout.

### **Communications**

Please ensure that you have booked your sessions for the following week(s) and are in good time to communicate absences.

While emails and texts will be answered to promptly during the hours of operation weekdays, please understand that you may not receive a reply over the weekend.

Please place our email into your contacts list to avoid important information going to your spam folder.

hello@littlesanctuarypilates.com.au  
communications@littlesanctuarypilates.com.au

Please also add us to your contacts on your phone incase of emergencies that require us to contact you or vice versa

0420301379

You are welcome to join the little Sanctuary Community Noticeboard Facebook group as well to receive members only offers and information.

Follow us on Facebook @LittleSanctuaryPilates  
Instagram @littlesanctuarypilates

# Client Agreement

Little Sanctuary Pilates Boutique

A: 13/195 Ron Penhaligon Way, Robina 4226 ABN: 453 244 238 99

E: hello@littlesanctuarypilates.com.au M: 0420 301 379 W: www.littlesanctuarypilates.com.au

## 1. Application and Membership

- a) By completing the Application for Membership which this document accompanies, you agree to the terms and conditions stated in this document.
- b) Completing an Application for Membership and agreeing to be bound by this document does not entitle you to Membership. The conditions in clause 5 will apply and we will have ultimate unfettered discretion as to whether you become or remain a Member.
- c) It is a condition of applying for and maintaining Membership to the Studio that you continue to agree to be bound by this document.
- d) The Studio Rules, Policies and Procedures and Privacy Policy, copies of which are available at [www.littlesanctuarypilates.com.au](http://www.littlesanctuarypilates.com.au) or by emailing hello@littlesanctuarypilates.com.au, are incorporated into this document and you agree to be bound by them and to comply with them during the term of the agreement between us comprised by this document. They do not however bind us.
- e) As a Member, we will provide to you with access to the Studio and its facilities within its usual hours of operation, unrestricted access to trainers at the Studio and personal training services tailored to you.
- f) Membership does not provide you with professional services such as exercise physiology, personal training and the like, which can be provided at an additional cost by referral to relevant professionals in such areas.

## 2. Payment

- a) You must pay all fees associated with your Membership, including the Fee, in advance and by subscription as and when the Fee falls due throughout the entire Term.
- b) We will endeavor to contact you to inform you of any overdue payments however, it remains your responsibility to ensure that any direct debits are able to be made from your nominated account.
- c) Where any payment is dishonored, an amount of \$25.00 must be paid by you to cover the agreed costs associated with each dishonor.
- d) If there are multiple failures to meet your payment obligations under this document, but without prejudicing our right to recover any overdue payments, your Membership may be suspended or terminated by us by notice to you.
- e) Where any payment due to us is not paid in full and by the due date, we may deny you access to the Studio or certain personal training or other services in our discretion.
- f) We may charge you interest on any amount due to us but unpaid at the rate of 10% per annum.
- g) All costs and disbursements incurred by us in recovering payment or in protecting or enforcing our rights under this document, including legal costs and disbursements are payable by you on the indemnity basis.

### **3. Physical condition**

- a) It is a condition of Membership that you, prior to using the Studio, may be required to complete and pass a physical assessment to our satisfaction. The purpose of the physical assessment is to assist us to assess your individual needs, assist us to identify exercises suitable to your needs, develop any Plan and to aid in injury minimization.
- b) If you have any health or medical concerns now or after you join as a Member, you must discuss them with your doctor before applying to join as a member, using the Studio or implementing any Plan.
- c) It is your responsibility not to use any equipment or to undertake (or refrain from undertaking) any activity which may adversely affect or exacerbate any medical condition of yours.
- d) You hereby warrant that, to the best of your knowledge, you do not have any physical, medical or other disability or condition which may be adversely affected or aggravated by, or which may result in any sickness, injury (or aggravation to any sickness or injury) or death to you as a result of, your use of the Studio or its facilities or the implementation of any Plan. You must inform us if that changes during the course of your Membership.
- e) You acknowledge that we do not provide medical advice and if you have any concerns in relation to your health at the start of your Membership or during your Membership that you will consult a qualified medical professional. We may be able to introduce you to such professionals however, we offer no warranty in relation to their services.
- f) We reserve the right to restrict, suspend or terminate your Membership if we are of the opinion that you are unfit to utilise the Studio or parts of it or to receive any of our services. If your Membership is restricted or suspended for this reason, your Membership will not be reinstated until you provide us with a medical certificate confirming that you are fit to train or if you undertake a further physical assessment, at our election. Your payment obligations will remain.

### **4. Termination**

- a) You may terminate your Membership at any time subject to clause 5(d)
- b) We may restrict or terminate your Membership if:
  - i)we have concern for your health and/or safety;
  - ii)you do not comply with the terms of this document, you do not follow our Policies and Procedures, you do not comply with the Studio Rules or if you fail to promptly follow any reasonable direction our staff may give;
  - iii)you fail to make any payments of your Fees or any other amount/s due to us;
  - iv)we reasonably suspect that you are engaging in illegal activity in the Studio;
  - v)you engage in improper or harmful conduct or conduct that is or could reasonably be detrimental to other Members; or
  - vi)we so determine in our absolute discretion.
- c) Termination shall be without prejudice to the accrued rights of each party.
- d) On termination, regardless of who instigated it, you will be required to pay to us the Fees that would otherwise have been payable by you for the duration of the Term without deduction or set-off.

## 5. Risk warning and acknowledgment

You acknowledge and agree that:

- a) whilst you are at the Studio and whilst you are implementing any Plan, you are at risk of suffering physical harm or personal injury (including but not limited to broken bones, soft tissue injury, joint and cartilage damage, total and permanent disability and death) which can result from:
  - i)slipping on wet floors;
  - ii)tripping on stairs or over personal items
  - iii)being struck by objects;
  - iv)colliding with equipment or other Members;
  - v)engaging in strenuous exercise or other activities;
  - vi)incorrect use of equipment; or
  - vii)any number of other things.
- b) any such injury or death may result from your actions, omissions or negligence and/or from the actions, omissions or negligence of others.
- c) whilst we will attempt to ensure that the Studio and activities undertaken at the Studio or in relation to implementing any Plan are safe, there are some significant and inherent risks involved;
- d) you are participating in any activities at the Studio (including simply attending the Studio) and in relation to any Plan voluntarily at your own risk and responsibility, thereby exposing yourself to certain risks; and
- e) you must act reasonably and take all steps reasonably available to you to protect your own interests, including managing all safety risks associated with the operation of the equipment of the Studio, implementing any Plan, following our Policies and Procedures, complying with the Studio Rules and promptly following any reasonable direction our staff may give.

## 6.No warranties

- a) We do not provide any warranties in relation to any of our services or the results or outcome of utilizing our services, attending the Studio or implementing any Plan. The results or outcome are almost entirely in your hands as to the amount of training and dedication you put in to your own performance, your maintaining a healthy lifestyle and eating habits and knowledge to your own body and its strengths and weaknesses.
- b) Any warranty or condition which would otherwise be implied in any agreement between us or in this document (including, but not limited to, suitability or fitness for purpose, quality etc) is expressly denied and is excluded to the maximum extent permitted by law.

## 7.Release and indemnity

- a) Any advice, recommendation, information, assistance or service given by us (including any Plan) is given in good faith and is believed to be accurate, appropriate and reliable at the time it is given, but is provided without any warranty as to accuracy, appropriateness or reliability and we do not accept any liability or responsibility for any loss, cost damage, liability or expense suffered (whether directly or indirectly) from reliance on such advice, recommendation, information, assistance or service. You agree to rely on your own judgment in making decisions concerning your health and wellbeing, your use of equipment in the Studio and the appropriateness of any Plan we may develop for or with you.

- b) You have no right or cause of action against us or our officers, employees contractors and agents and you release and indemnify us and our officers, employees contractors and agents from any loss, cost, damage, liability or expense, including indirect, consequential and special losses (including but not limited to loss of use, enjoyment, reputation, income or profit), and against all actions, suits, claims and demands against us in relation to the services we provide, any injury or death related to or resulting from your use of or attendance at the Studio and the implementation of any Plan.
- c) We do not provide any warranties in relation to the Studio or exercise equipment manufactured by third parties. Where any damage or injury results from any defect in relation to such Studio or exercise equipment, you agree to pursue the manufacturer and/or supplier in relation to any claim rather than us.
- d) We are not liable to you for any personal property that is damaged, lost or stolen whilst you are at the Studio, including where such property is located in a locker or change room.
- e) If you cause damage to the Studio or any equipment, you are liable to us for the cost of repair or replacement as is reasonably required.

## **8.Limitation of liability**

To the maximum extent permitted by law and notwithstanding clauses 6, 7 and 8, our liability to you in respect of any loss, cost, damage, liability or expense is limited (even where caused or contributed to by our negligence or breach of any term, condition or warranty stated in this document) in our absolute discretion to:

- a) refunding the Fees paid;
- b) resupplying the services or equivalent services; or
- c) payment of the costs of resupplying the services or equivalent services by another personal trainer of our choice.

## **9.Privacy, video and audio surveillance**

- a) For security purposes, we may use video and audio surveillance equipment to monitor the Studio (but not the bathrooms). By accepting this document, you acknowledge that by accessing the Studio, you may and likely will be subject to video and audio surveillance and recording.
- b) To the maximum extent permissible by law, you waive all rights under the Privacy Act 1988 (Cth) and consent to the collection, storage and provision of information by us to third parties. Such information may be used for such things as our supplying products or services to you, improving our products or services or for our own marketing purposes. You consent to us using any personal or other information we hold for the purposes of investigating your creditworthiness, including conducting a credit check.
- c) If an invoice remains outstanding in excess of 45 days, you irrevocably authorise us to provide your particulars and the particulars of the unpaid debt to any credit reporting agency to have the default in payment listed.

## **10.Notices**

You must immediately notify us of any change in your name, address or other contact details. In the absence of such notification, the last address and any contact information we hold in our records is deemed to be your relevant address or way to contact or send notices to you for all purposes including but not limited to service in legal proceedings.

## **11.Waiver and exercise of rights**

Any failure to enforce a right, make an election or exercise a discretion promptly or at all by us will not operate as a waiver or postponement of any right power or remedy which we may have pursuant to this document.

## **12.Independent advice**

You acknowledge that you have obtained or have had adequate opportunity to obtain independent legal advice as to the meaning and effect of the terms and conditions in this document before they were accepted by you.

## **13.Delegation and assignment**

We may delegate or sub-contract the performance of any obligation or assign the benefit of the agreement constituted by this document in our absolute discretion. You may not however assign such benefits or obligations without our consent, which may be withheld in our absolute discretion.

## **14.Force majeure**

Each of us will be released from our respective obligations in respect of this document (except your obligations as to payment and indemnity) in the event of national emergency, war, prohibitive governmental regulations or where any other cause beyond the reasonable control of either of us, including but not limited to strike, riot, lockout, trade disputes, rebellion, fire, acts of God, Government decrees, proclamations or orders for a period of 7 consecutive days or more renders provision of services the subject of this document impossible.

## **15.Severance**

If a provision in this document is void, illegal or unenforceable, it must be varied to give effect to the intention of this document or severed without affecting the enforceability of the other provisions

## **16.Entire agreement**

This document contains the entire agreement as between the parties in relation to its subject matter. Any previous representations or communications between the parties and any negotiations in relation to this document are merged in and superseded by this document and are of no force or effect. This document may only be varied or replaced by a document in writing duly executed by the parties.



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## **17. Governing law and jurisdiction**

This document and the transactions contemplated by it are governed by the law of Queensland, Australia and the parties irrevocably submit to the jurisdiction of the courts of Queensland, Australia and all courts called to hear appeals from them in respect of them.

## **18. Acceptance**

By signing below you accept the terms and conditions in this document.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Full name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

little Sanctuary acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. little Sanctuary is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.