



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.



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 per quarter from the start date of your membership.

Membership promotions and specials

Member only deals

Welcome Package

4 weeks of "Ordinary Make Up" sessions (please refer to section outlining ordinary make up sessions)

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 per quarter from the start date of your membership.

Membership promotions and specials

Member only deals

Welcome Package

2 weeks of "Ordinary Make Up" sessions (please refer to section outlining ordinary make up sessions)

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.

1 re-assessment at the completion of your 3 month membership.

Membership promotions and specials

Member only deals

Welcome Package



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 will 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. Email **communications@littlesanctuarypilates.com.au** to request a "special make up" session.

Repeated cancellations

Cancellations that occur regularly or 3 times in a row will 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 late 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 account 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 time frame 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 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. iv) The instructor is away and no cover is available. Make up sessions **MUST** be taken within the time frame of your current membership.

Special Make Up Sessions

Are awarded at our discretion for illnesses and emergencies. These are capped at one session per month & do not roll over. If you are experiencing an extended illness please communicate with us so we can assist you with your options.

Ordinary Make Up Sessions

Are added to your account when you inform us that you will be away for a period of time (like a holiday). These are capped at 4 weeks per calendar year, within the bounds of your membership and are awarded outside the normal Christmas closure of the studio.

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 prearranged 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 as well. In the event of quick lock down closures, little Sanctuary will furnish you with Make up sessions for the first week of a forced closure. After which time, sessions will be held live through Google Meets. If you are unsure of how to attend a live session, we can assist you with the set up. In such cases the studio will lend out props for use, however, we will also be able to instruct you by using everyday objects as Pilates props.



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 in case 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