



Keep Moving Pilates

76 Enoggera Road, Newmarket QLD 4051

Terms and Conditions

These Terms and Conditions apply to you when purchasing a membership, class package, single class, event ticket or you are the recipient of a gift certificate.

The terms and conditions may be updated from time to time. The most up to date version of our Terms and Conditions can be accessed on the Website, the Booking App or be requested by email.

Booking Group Classes:

- Bookings are essential via our branded app or online
- If a class is full, you can add yourself to the waitlist.
- When a spot in class becomes available, the first person in line on the waitlist will be offered the spot in class.

Class Cancellation and Late/ No Show Policy:

- Please cancel your spot in class as soon as you know you are not participating to give other members the chance to participate in this class.
- It is your responsibility to cancel your class online or via the app.
Cancellations via email, text message or social media will not be accepted.
- You can cancel your reservation up to 12 hours before the start of your class at no fee.
- Cancellation past 12 hours prior to start of your class: Your class will be forfeited.
- No shows: Your class will be forfeited and a fee of \$15.00 applies. This fee will be automatically deducted automatically from your account.

Class Schedule Changes and Cancellation of Scheduled Classes:

- If no one is booked into a class 12 hours before the start of the class, the class will be cancelled automatically.
- In case an instructor is getting sick we try our best to replace the instructor and avoid cancelling a class. In some cases, we might not find a replacement instructor. We reserve the right to cancel a class at a last resort. You will be notified as soon as possible, and your class will be refunded.
- We reserve the right to make changes to the instructors on the schedule at any time.
- Our class schedule might change from time to time. You will be notified about any changes to our schedule.

Membership:

- The "Introductory Pack" is for new clients only.
- Membership payments to be made in advance.
- Membership amount to be paid as stated in your chosen membership.
- Membership fees are non-refundable.
- The classes as per your chosen Membership will be added to your account on the day of your payment.
- You can spread your classes within the current payment cycle as you wish.
- Unused classes within the payment cycle of your membership will roll over into your next pay cycle.



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Rolled over classes expire:

- two weeks after rollover if you are on a fortnightly payment
- one week after rollover if you are on a weekly payment and
- Classes 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 class, they will not be permitted into class and asked to create an account and purchase their own sessions.
- Keep Moving Pilates reserves the right to review and adjust Membership pricing at any time. Any price increases will be communicated in writing at least four (4) weeks prior to the effective date. This adjustment will apply to all Membership payment methods, including but not limited to Direct Debit, Credit Card, and bank account payments. By continuing to use your Membership after the effective date of the price change, you are deemed to have accepted the revised Membership fee. If you do not accept the price increase, you may cancel your Membership by providing written notice via email, in accordance with the cancellation notice period specified in your Membership contract.
- You acknowledge that we may either close or reduce hours over long weekends, Christmas, New Year and Easter and this has been factored into the pricing.
- You can pause your membership for a maximum of four (4) weeks in a membership year for full weeks only.

Please notice us in writing at least two weeks prior to the date by sending an email to contact@keepmovingpilates.com.

• Membership Renewal:

Your membership auto renews.

Your membership is going over into monthly rolling membership after the initial first period.

The initial time of your membership will be extended by the time of any hold/pause periods.

• Membership Cancellation:

You can only cancel active memberships.

Give us 4 weeks' written notice before the expiry date of your membership via email to contact@keepmovingpilates.com.

If your membership's expiration date does not align with the auto-renewal date, you can utilise your classes within the last pay cycle.

When you cancel your membership, you will receive an email confirmation.

Payment Policy:

- By entering into any Membership you authorise us to arrange for funds to be debited from your debit or credit card account in accordance with this agreement.
- Memberships payments to be made in advance with the first payment due on sign up.
- Membership fees are automatically billed as per your chosen membership to your stored credit or debit card, or bank account. Credit Card surcharges apply – please refer to our Credit Card Policy.
- Failed payments on your membership will result in a freeze on your account booking abilities and a fee of \$15.00 is payable. All booked classes will be cancelled.
- No shows fees of \$15.00 will be automatically deducted from your account.
- Class Packages and Single Classes are to be paid in advance. The class will show on



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your account once payment has been made.

- Gift Certificates to be paid on the date of purchase.

Credit Card Policy:

- We are accepting payments with Visa and Mastercard. If you have chosen to pay via Visa or Mastercard, a 1.50% transaction surcharge will apply to credit card payments, starting 1st June 2025. This fee helps cover what we're charged by credit card providers.

Membership, Class Package, Single Class and Gift Certificate:

- Membership fees are non-refundable.
- Class Packages and Single Classes are non-refundable.
- Keep Moving Pilates reserves the right to review Class Pack and Single Class pricing at any time. You will be notified of the new fee 30 days prior to their effectiveness.
- Gift Certificates are valid for six months from the date of purchase.

Studio Emails, Updates and Newsletter:

- We will keep you updated on everything which is happening in and around the studio via email. Please advise if you wish to opt out by clicking the unsubscribe button on the bottom of the email.

Studio Etiquette:

- Be kind and courteous to each other.
- Please arrive to your class with time to get changed and to wind down.
- Your instructor will invite you into the appropriate room when it is time.
- Do not share your login details with anyone. Failure to do so might result in a cancellation of your membership.
- Please turn off your mobile phones to take advantage of all the benefits Pilates is offering.
- You cannot use your phone to record yourself in class.
- In case of emergency or important calls, you can leave your mobile phone on. Please inform your instructor. When taking the call please talk in a quiet place.
- Talk to one of our instructors or other staff in case you require any assistance during your time in the studio. We are happy to support our members in any possible way.
- In case your child is in the studio whilst you are participating in class it is your responsibility to take care of your child. Please bring along something you know your child likes and keeps it busy whilst you exercise.
- Please wear comfortable clothing with no zips to protect our equipment.
- To assist us in maintaining a safe and comfortable environment for all members and staff, you are required to abide by these Terms and Conditions. Failure to abide by these Terms and Conditions may result in the suspension or termination of your membership.

Health and Safety Policy:

- Socks: For hygienic reasons we require that all clients wear clean anti grip socks in class. In case you forgot to bring your socks, you can purchase a new pair at the



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studio.

- Please stay at home if you are feeling unwell.
- Wipe down reformers, mats and all used equipment after class.

Covid Safety Policy:

- Please stay home if you are showing any symptoms and wear a mask indoors if you have been in contact with a Covid 19 case. We will be doing the same. We will be considerate of make-up classes if you need to cancel late for this reason.
- Please refer to the current Queensland Government guidelines and directives for the most up-to-date requirements for attending the Studio.

Privacy:

- Your privacy is important to us. Please refer to our Privacy Policy on our homepage or Branded App. You can also request a copy via email.
 - We use third-party client management software, "Wellness Living". Your personal information will be provided to the proprietor of Wellness Living to create your client profile and login. The collection and use of personal information by Wellness Living are governed by Wellness Living online's privacy policy. Before signing up and creating your login you will be prompted to review and agree to their Terms and Conditions and Privacy Policy.
 - To assist us in maintaining a safe and comfortable environment for all members and staff, you are required to abide by these Terms and Conditions. Failure to abide by these Terms and Conditions may result in the suspension or termination of your membership.
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- You acknowledge that this constitutes a legally binding agreement between you and Karin Zitzmann trading as Keep Moving Pilates (ABN 15 428 403 908) and may be pleaded in response as a bar to any legal proceeding taken by me or on my behalf.

By purchasing and using the service, you agree that you fully read, understand and accept our Terms and Conditions. If you do not agree with these terms and conditions, please do not use the service.

You agree further to be bound by any and all additional policies adopted by Keep Moving Pilates concerning the service, but not limited to the Terms and Conditions, which includes class packages, single classes and Gift Certificates.



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