

# Terms and Conditions for Pole Class Membership

Welcome to Pole Class! Please read these Terms and Conditions carefully as they outline important information regarding your membership.

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## 1. Membership Agreement

By signing up for a Pole Class membership, you agree to the following Terms and Conditions. Your membership contract will begin on the date of your first payment.

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## 2. Membership Fees and Payment Terms

- **Fortnightly Payments:** Membership fees are billed fortnightly and will be automatically charged to your chosen payment method.
  - **Minimum Contract Period:** The minimum contract period is 10 weeks from the start date of your membership.
  - **Price Adjustments:** Membership fees are subject to change. Members will be notified at least 30 days in advance of any price adjustment, and these changes will not apply until the end of the minimum contract period.
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## 3. Cancellation and Suspension

- **Minimum Contract Period:** Cancellations within the initial 10-week minimum contract period are not permitted unless under extenuating circumstances, as defined in Section 4.
  - **Post-Contract Cancellation:** After the minimum contract period, you may cancel your membership at any time with a minimum of 14 days' notice prior to your next billing date. Any unused credits will be forfeited once you cancel your membership.
  - **Suspension of Membership:** You may request to suspend your membership for up to 4 weeks within a 12-month period for medical, travel, or other personal reasons. Suspensions must be requested in writing at least 14 days in advance and may be subject to an administrative fee. You cannot use your credits while your membership is suspended.
  - **Membership payment failure:** You will be given a 3-day grace period to make the payment - we will attempt to debit your preferred payment method on day 3 after non-payment. If your payment fails on the second attempt, your membership will be canceled, and any accumulated credits will be forfeited.
  - **Non-payment of Fees:** If your membership is cancelled due to non-payment or for any other reason before the 10 week minimum commitment period, you will be liable pro rata for the classes you have attended at the full casual rate.
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## 4. Extenuating Circumstances for Early Cancellation

- **Health or Medical Reasons:** If you are unable to continue your membership due to health reasons, a medical certificate must be provided to qualify for early cancellation. Early cancellation is at the discretion of Pole Class Directors.
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## 5. Catch up classes

- **Minimum 6 hours notice required.** We recommend you try not to miss your class if possible because there may not always be room in an alternative class for a catch up. However, if you do miss a class you can do a catch up class in the same level class at another day and time provided there is space available in the nominated class. Alternatively, you can choose to do a non-level class such as pole dance or flex.
  - **Catch ups credits** will be added to the next usage limit interval (14 day period). Any unused credits in the interval, will not continue rolling over. If you do not use your catch ups in the stated period they cannot be refunded or credited.
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## 6. Casual classes

- **Casual classes need to be booked and paid for in advance** of attending the class. Classes can be booked and paid for online. Payment can also be accepted via eftpos or cash at the studio. Casual classes are subject to the same cancellation policy in Section 5.
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## 7. Refund Policy

- **Membership payments are non-refundable.** It is your responsibility to ensure you are available to attend classes when purchasing a membership.
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## 8. Upgrading and Downgrading Membership

- **Eligibility:** Members may request to upgrade or downgrade their membership after the completion of the 10-week minimum contract period.
  - **Upgrades:** Upgrades to a higher membership tier can be processed at any time. The upgraded rate will apply from the start of the next billing cycle.
  - **Downgrades:** Downgrades to a lower membership tier can also be requested following the minimum term. Requests must be submitted at least 14 days before the next billing cycle, and the reduced rate will be applied from the start of the following billing period. Downgrades do not reset or extend the minimum contract period.
  - **Restrictions:** Members are permitted to upgrade or downgrade only once per billing cycle. Additional requests may be subject to approval and any applicable fees.
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## 9. Extenuating Circumstances for Early Cancellation

In the event of extenuating circumstances (such as relocation, medical conditions, or financial hardship), members may request early cancellation within the minimum contract period. Proof of circumstances may be required, and early cancellation requests are subject to approval at the discretion of Pole Class Directors.