



Download **FREE APP** SEARCH Pilates Studio at STARplex

starplex.com.au



TERMS & CONDITIONS

By purchasing a pack/class to attend The Pilates Studio at STARplex you are agreeing to the Terms and Conditions detailed within this document.

Any changes to our Terms & Conditions will be posted to our website and sent personally to members.

PARTICIPATION

All participants must be over the age of 14 years.

MEDICAL

Prior to undertaking any form of exercise you should consult your doctor or other healthcare practitioner to ensure you are aware of any restrictions that may be appropriate for you.

When participating in our classes do not over exert yourself, work at your own pace, and cease your participation if you feel any pain or discomfort. If there are any changes to your physical condition it is your responsibility to seek medical attention.

You must notify your instructor of any pre-existing injuries or medical conditions.

At the time of creating a profile on the app, compulsory medical questions must be answered.

By participating in Reformer Pilates classes at STARplex, you acknowledge that you do so at your own risk and that STARplex are not liable for any personal injury, loss or liability.

BOOKING A CLASS

All pack prices and class times are displayed in our App.

A limited number of spaces are available in each class and your attendance must be pre-booked utilising the App.

All participants are required to attend an Orientation Class prior to booking into any Reformer Workout Classes, unless you have been regularly attending Reformer Pilates Classes elsewhere.

REFORMER PILATES 1:1 SESSIONS

Sessions can be purchased in Packs of 3, 5 or 10. Current pack prices can be found on the app. 1:1 packs are not transferable between holders and may not be sold, gifted, shared or transferred to any person. The sale of a 1:1 pack is final. STARplex Pilates Studio does not offer any refunds, transfers or suspensions. Session times will be arranged between the Trainer and client.

CANCELLATION POLICY

Classes and 1:1 sessions require a minimum notice period of 8 hours for cancellations and can be done via the app or by contacting the trainer directly (1:1 sessions). Non-attendance or cancellation within the 8 hours' notice period will incur the full charge of a class.

CLASS WAITLISTS

When classes are fully booked a waitlist is available, this can be accessed by the App. You will be notified via email and automatically booked into the class once a space becomes available, it is the responsibility of the customer to check for booking confirmations. Once your booking has been confirmed our usual cancellation policy applies.

CLASS PACKS AND PRICES

Class packs can be purchased via the App. Class packs are non-transferable between holders and may not be sold, gifted, shared or transferred to any person. The sale of a class pack is final. STARplex Pilates Studio does not offer any refunds, transfers, suspensions or extensions.

Every class pack purchased has a strict expiry date. If the classes for which the pack was purchased have not been utilised before the expiry dates, those classes will expire and no refund will be given for any unused classes. **Packs and expiry lengths include:**

5 Packs – 1 month / **10 Packs** – 3 months / **25 Packs** – 6 months.

Current prices and expiry information can be found on the App.

Member and non-member prices available.

**Note: Member prices are available to STARplex Fitness Centre members only.*

STARTER PACKS

Each participant is strictly entitled to only one Starter Pack. A Starter Pack entitles the participant entry to six classes for \$50 (includes one Orientation Class).

CLASS SCHEDULES

We are not liable in any way to provide refunds or credits for classes not held in accordance with the class schedule, including without limitation, any classes that are changed or cancelled. Class schedules are subject to change or cancellation without notice.

We reserve the right to change our opening hours at any time and you will be notified to any permanent changes to our opening hours. In the event of unforeseen circumstances, we will notify direct to members and post on our website/socials.

CONDITIONS OF ENTRY

Pilates Studio at STARplex reserves the right to refuse entry to, or eject from our studio, clients or others who are behaving in an anti-social, intoxicated, disorderly, aggressive, offensive or dangerous manner which may threaten the security of our clients or other people at the studio.

To minimise disruption during classes we recommend that clients aim to arrive at least 5 minutes prior to the scheduled commencement time of a class. Once the class has started, your reformer may be given to someone on the waitlist.

Clients are strongly discouraged from departing classes prior to their scheduled conclusion time as it is disruptive to the enjoyment of other clients attending the class.

Smoking is prohibited inside and out the front of our studio.

You are required to treat all persons and property at the studio with due care and respect.

Clients are required to wear appropriate attire for physical exercise. For hygiene reasons, socks must be worn at all times during your workout. Grip socks are recommended and are available for purchase at STARplex in various locations.

For the enjoyment of all participants please turn off all mobile phones before your workout.

PREGNANCY

Our regular classes are safe for women to attend up to 14 weeks of pregnancy. After 14 weeks, it is required that you stop attending the regular classes. You can purchase a 1:1 session pack to have customised sessions with a trainer beyond 14 weeks.

MISUSE OF CLASS PACKS

We reserve the right to suspend or terminate your use of any class pack if we suspect any fraud or misuse of our booking system.

PAYMENT

It is your responsibility to ensure there are sufficient funds available in your nominated credit card to cover the cost of purchasing any class packs from us.

