

LOFT PILATES Terms and Conditions

Please read the following essential information thoroughly.

GENERAL

- You must inform your instructor if there are any changes to your physical condition which may affect your ability to participate in a class, e.g. (but not limited to) pregnancy, recent injury, illness or surgery. If in doubt, please seek the approval of your medical practitioner. Participating in any of our classes with a medical condition is done so at your own risk. You must sign the waiver before commencing classes.
- Please avoid bringing valuables with you when you attend class, we are not responsible for the safekeeping of your belongings while you are participating in a class. Any lost property will be kept for 2 weeks after which time they will be given to charity.
- If your children come to class, they must sit quietly on the seats provided, they are not permitted to run around in the studio for their own safety.
- You acknowledge that the instructors will use both verbal and tactile (hands on) cues throughout the class to ensure you are working out with correct form. You agree to have the instructor give you appropriate hands on cues.
- Bookings are essential – you must pre-book your class using the online booking system (available online or app)
- Cancellation Policy: LOFT Pilates requires that you provide a minimum of 4 hours' notice when cancelling a class. This is to allow those on the waiting list enough time to secure a spot in the class. Failure to do so will result in forfeiting your session. When you cancel your class, your class credit (if you are on a pack) will remain in your account to use at another time (as long as you have cancelled outside of the 4 hour window). Cancellations must be made via the online booking system. memberships lose the class if it is a late (less than 4 hours) cancellation

- Health and Safety Policy: Socks must always be worn in the studio. We ask that you spray equipment after use with the antibacterial spray provided.
- LOFT Pilates reserves the right to cancel and change teachers, events, classes and workshops without prior notice. Minimum of 2 participants are required for a class to proceed. Classes will not be held on public holidays. The studio will be closed for the Christmas / New Year weeks (you will not be charged for these weeks).
- Privacy Policy: See below

INTRODUCTORY OFFERS

- Introductory offers are for new clients and can only be purchased once
- NO extensions permitted
- Late cancellations and no shows will forfeit their class and if repeated will lose their online booking privileges.

PACKS

- All packs are valid as stated.
- No extensions unless medical certificate presented
- Sessions are not refundable or transferable

MEMBERSHIPS

- Booking classes back to back is discouraged for your own safety as injury risk is higher when fatigued. Management reserves the right to limit classes to no more than 1 / day in busy periods.
- There are no minimum Membership terms
- Your membership commences on date of purchase. Your first payment will be immediately debited to secure your membership.
- Your membership will automatically continue on a weekly basis until LOFT Pilates is advised by you via email (hello@loftpilates.com.au) to terminate the membership.
- Cancellations: to cancel your membership you must give us not less than 7 days' prior notice in writing to hello@loftpilates.com.au.
- Membership fees will be charged to your nominated credit card or bank account weekly.
- It is your responsibility to ensure that there are sufficient funds available to cover the weekly direct debit. If an auto-debit is declined due to insufficient funds, the transaction will fail which requires additional administration and yields additional bank costs.
- Should a payment be declined for any reason then LOFT Pilates reserves the right to process the payment at any time after the due date, upon receipt of sufficient monies in your account. If we are unable to process the payment you must pay us in full within three (3) days of receiving a demand for payment from us.
- Suspending your contract: We do not want you to be paying for a membership you're not getting value out of and we realise that life can get busy. **You can suspend your auto debits for a minimum of one week and a maximum of four weeks at a time. To suspend your membership,**

you must provide 7 days' notice in writing to hello@loftpilates.com.au. You can suspend your account for a total maximum of 6 weeks per year.

- Members who late cancel (within 4 hours of class starting) and/or fail to attend will forfeit their class. If you regularly late cancel or fail to attend, you will lose your booking privileges.
- LOFT Pilates will make every possible effort to ensure classes are delivered as advertised. However, the schedule is subject to change and/or cancellation without notice. LOFT Pilates is not liable to transfer, refund, or offer compensations of any kind for classes that are late, changed, or cancelled for any reason.
- All direct debit transactions are non-refundable, non-exchangeable and non-transferable. We will not refund any client for unused membership periods or class passes

LOFT Pilates Privacy Policy

At LOFT Pilates, we are committed to protecting your privacy and handling your personal information with care and transparency. This Privacy Policy outlines how we collect, use, store, and protect your personal data.

1. What Information We Collect

We may collect personal information from you when you:

- Register for a class, event, or membership
- Book via our online system or mobile app
- Contact us via phone, email, or social media
- Sign a waiver or complete a health intake form

This may include:

- Full name
- Contact details (phone number, email address)
- Health and medical information relevant to your participation
- Emergency contact details
- Payment and billing information (processed securely via Ezidebit)

2. How We Use Your Information

We collect your information to:

- Manage bookings and memberships
- Communicate with you about classes, updates, or changes
- Provide a safe and appropriate exercise environment
- Fulfill administrative and legal obligations

We may also use your contact information to send you studio news or special offers. You can unsubscribe at any time.

3. Sharing Your Information

Your personal information is confidential. We will **never sell, rent, or share** your data with third parties unless:

- It is required by law
- It is necessary to provide a service you have signed up for (e.g. third-party payment processors)

4. Data Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure. Access to your data is restricted to authorised staff only.

5. Your Rights

You have the right to:

- Access and update your personal information
- Request the deletion of your data (unless required for legal or administrative purposes)
- Withdraw your consent for marketing at any time

To do so, please contact us at:

hello@loftpilates.com.au or info@pottsvillephysio.com.au

6. Online Services

If you use our website or app, please note:

- We may use cookies to improve your experience
- Our website may contain links to third-party sites which we do not control

7. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Daniel and Melissa Macdonald

Loft Pilates Studio owners