

Please read through the terms and conditions thoroughly before enrolling. When enrolling as a member of Bloom Barre (1/141 Charles Street, Launceston), you agree to the terms and conditions as laid out on the Bloom Barre website, www.bloombarre.com.au.

General Terms & Conditions

A minimum of three people is required for a class to proceed. You will be contacted via text 2 hours before the start of class should it need to be cancelled, and your session returned.

Payment must be made before booking. To book a class, you must either have pre-purchased sessions in your account or pay at the time of booking.

Please be aware classes are on a first come, first serve basis. If you have yet to book a class, to avoid disappointment, please check online that the classes are taking place, particularly in the early morning and late evening.

As class sizes are limited, we strongly recommend that you pre-book online or via the WellnessLiving Achieve App to reserve your place. Please log in to change or cancel your booking if you book a class and can no longer make it.

Class Cancellation Policy

Bloom reserves the right to cancel and change any classes, workshops or events without any prior notice. However, in the event, we will do our best to accommodate you so you don't miss out.

Our class cancellation policy is **8 hours** before class commencement. This notice must be respected to allow us to manage the class schedule best and avoid forfeiting the class.

If you cancel before the **8 hour window**, your class will be credited back to your Bloom account.

Casual Class Pass Members:

If you cancel within **8 hours** of the class start time, you will incur a **\$10 late cancellation fee**, but your Class Pass will be credited back to your Bloom account within 15 hours. If you are absent from your booked class, you will forfeit your pass.

2 or 3 Class Memberships: Mat & Reformer

If you cancel within **8 hours** of the class start time, you will incur a **\$10 late cancellation fee**. If you are absent from the class, you will be charged a **\$20 no show fee**, as it often means another client cannot attend. The class will be credited to your Bloom account in both scenarios.

Unlimited Memberships: The Obsessions & OG Bloomer

If you cancel within **8 hours** of the class start time, you will incur a **\$10 late cancellation fee**. If you are absent from the class, you will be charged a **\$20 no show fee**, as it often means another client cannot attend.

***** Of course, if something comes up that is out of your control and you can no longer make the class. Please email hello@bloombarre.com.au. Facebook and Instagram messages will not be accepted*****

Waitlist Policy

If a class you want is full, you can sign up for the waitlist. Should a place become available, our system automatically adds you to the class up to 1 hour before the scheduled class time. If you anticipate you will not be able to attend and have yet to be added to the class, please remove yourself from the waitlist online using your WellnessLiving Achieve App. You will receive an email confirmation when you have been added to the class from the waitlist. If you have been added to the class from the waitlist, you will have a 1 hour grace period to cancel. Otherwise, standard cancellation policies apply.

Membership Terms & Conditions

All Memberships operate on a 7 day auto renew schedule from the credit card stored in WellnessLiving (a secure system) on the same day as the original purchase. Payment will continue unless notified. (See Termination Policy below).

Memberships will continue with scheduled auto renewals unless Bloom Barre is notified of a termination request in writing (see Termination Policy below).

Memberships may be subject to a price increase but will be communicated in writing four weeks before any change.

All purchases and direct debit transactions are non-exchangeable, non-transferable, and cannot be refunded for unused classes during your membership cycle. However, if you have been struck with Covid-19, we will do our best to accommodate you.

Any missed classes or classes that have been unused during your billing cycle cannot be refunded and do not accrue from week to week.

If payment is unsuccessful, you will be charged an **\$8.80 dishonour fee** from the third party merchant processor. Unfortunately, the dishonour fee is out of our control, and we cannot refund this charge.

2 or 3 Class Memberships: Mat & Reformer

Your membership cycle runs Sunday-Saturday, and to get your 2 or 3 classes in, you must book between Sunday and Saturday. If you are prompted to 'choose a purchase option' when booking, please do not select another membership option, as you will end up with a double-up. Instead, contact hello@bloombarre.com.au if you need help booking within your membership cycle.

Suspending your Membership

We don't want you to be paying for a membership you're not getting value out of, as we realise that life can get busy and fabulous holidays are planned. For this reason, you are welcome to pause your membership at any time for a minimum of 7 days, and suspensions are unlimited.

If you want to suspend your membership, request your suspension to hello@bloombarre.com.au at least **5-7 days (excluding weekends)** before your next scheduled direct debit payment. This ensures that the correct measures are put in place to cease expected credit card payments for the given period.

Please remember that emails and messages are not monitored on weekends, and any unused or missed classes within your membership cycles cannot be refunded. If you fall sick with Covid-19, contact us immediately, and we will do our best to accommodate your situation.

Membership Termination

Bloom wants to avoid trapping anyone into long-term financial commitment as we understand circumstances change. Still, we have a minimum 4 week commitment to allow you to see and feel the benefits of regular, ongoing practice before ending your membership. Please note that if you have suspended your membership within the first four weeks, you must fulfil the rest of the minimum term before terminating. After this minimum term, contact us via email with at least **7 days notice** from your next scheduled direct debit payment.

All requests for membership termination must be made in writing; unfortunately, we cannot honour in-studio cancellations. You will receive an email confirming your cancellation when it has been completed. Please note that your termination request has yet to be received if you do not receive this email within 48 hours.

Memberships are paid weekly in advance, so no refunds can be awarded once the transaction has been made if you fail to advise within adequate timeframes.

In the case of long term or permanent injury or illness that prevents the use of our services, immediate membership termination will be permitted. Termination will take effect when we receive written confirmation from a medical doctor.

Bloom Barre may terminate a membership without notice for inappropriate, offensive or illegal behaviour, as determined by us, which occurs on our premises or is directed at our staff or other members.

We understand that life can be unexpected, so please discuss your situation with us if necessary.

A Taste of Bloom Introductory Offer

Our \$50 Introductory Offer is available once per client only to introduce you to the studio and is valid for **two weeks from the first booked class**. After that, sessions are non-refundable, are not transferable and can be extended if you are injured or unwell, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date. Clients found to be buying the Introductory Offer more than once will be suspended and charged any additional class costs they may have incurred.

Casual Class Pass

The Casual Class Pass is valid for **one year from the purchase date**. After that, sessions are non-refundable, are not transferable and can be extended if you are injured or unwell, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.

Lifestyle Pack: 10 Mixed Classes

The Lifestyle Pack is valid for **three months from the first booked class**. After that, sessions are non-refundable, are not transferable and can be extended if you are injured or unwell, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.

Service Sales

All sales are final. Refunds will only be issued in case of a merchant processing software error or if a Bloom team member incorrectly processes a sale on the client's behalf. Refunds or credits due to an incorrect purchase or a client's change of mind will be at the discretion of Bloom Barre. All return requests must be submitted in writing to hello@bloombarre.com.au within 7 days of the sale date.

Images/Footage

We may sometimes film or photograph in class, so you may appear in photos or in the background. If you feel uncomfortable with this, please let us know directly. Otherwise, you allow us to use your image in promotional and other business-related material.

Privacy

Bloom is committed to protecting your privacy and any personal information we collect. We comply with the Privacy Act 1988 (Cth). This policy explains how we may collect, use, disclose and otherwise handle personal and sensitive information. Bloom is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal data is an act of trust, and it is taken seriously unless consent is given.