



Thank you for being part of Haven! Our community means the world to us. We have a few terms and conditions in place that really help us ensure all Havenites have a chance to attend and help us manage our schedules, intimate class sizes, keep delivering our best service whilst supporting and respecting the time commitment of our clients and our team. We invite your support by acknowledging our terms and conditions as follows:

Class memberships Both **Freedom** and **Mini Hopper** Class Memberships are offered for:

Month-to-month - minimum term 2 months. After your minimum term you may change or cancel with 1 month's email notice.

12-Months - minimum term 12 months. After your minimum term you may change or cancel with 2 week's email notice

Member benefits apply. All email notices regarding memberships must be sent to: anna@havenwellness.com.au

Class Passes Single classes are valid for 2 weeks | 5 Class Passes are valid for 2 months | 10 Class Passes are valid for 4 months. Class Passes are strictly non-transferrable and extensions do not apply. Member benefits do not apply.

PT Membership

Ideal for those who love routine and accountability, or who are working towards a goal or injury recovery, and who wish to lock in their time preferred time with their trainer

Investment: Various pricing - discuss with trainer/ Anna

Preferred session time booked at commencement of your membership term with your trainer (or through Anna)

8 week minimum term, 1 x session pw (please discuss if you wish to attend more often)

Secure your preferred spot with your trainer ongoing!

24 hour cancellation policy applies and sessions to be rescheduled within fortnight

Pause option applies (as for Class Memberships).

Casual PT

Great for those seeking just a session or two here and there, or who need flexibility with session times, or who cannot commit weekly

No minimum term

Booked week to week with your trainer (or through Anna)

Investment: Various pricing - discuss with trainer/ Anna

May only book one week ahead (we can't guarantee your favourite time will always be available!)

24 hour cancellation policy applies

Member benefits do not apply

Pause option does not apply.

Can I pause my membership? Yes! You may pause your PT or Class Membership. Great if you are going away or just need a financial break: Memberships may be paused **with at least 7 days email notification to anna@havenwellness.com.au prior to your next payment date.**

Requests **cannot be accepted by any means** other than email.

Pause dates should align with your payment cycles otherwise we will try to align as best we can. You may pause for **1-4 weeks at a time**. You may pause for **a maximum of 3 suspensions per year** (maximum of 12 weeks total); thereafter upon request at an additional at \$10 per week.). Pauses must be at least 2 months apart.

Do I need to book? Yes! Our classes are capped at 10-14 depending on the class and time, plus our booking system also acts as our attendance records for covid tracing - so bookings are essential.

Oh no, I can't make my class - how do I cancel? We value time – both yours, and ours. Our cancellation policy is in place to ensure all Havenites have a chance to attend and help us manage our schedules, member's needs, intimate class sizes and keep delivering our best service. Our cancellation policy supports and respects the time commitment of our clients and our team:

Class cancellations can be made via our app or web interface up to 2 hours before class start time without incurring a fee. This means we can manage our class sizes, allows another Havenite to book in, and it also means you won't lose your class credit or be charged a fee!

Class Members and Class Pass holders who book into a class and fail to attend will forfeit their class.

Anyone who repeatedly books but neglect to show up more than 2 x in 2 weeks may be charged a \$10 no-show fee in addition to losing their class credit. We hope we don't need to charge this! But we appreciate you understanding that we need to encourage honouring your bookings and helping us to manage our class sizes.

PT cancellations - to be made directly with the trainer. 24 hour notice otherwise session strictly forfeit (session fee will be charged).

Extenuating circumstances may be discussed with trainer.

How does the class waitlist work? Some of our popular classes in peak time spots have started to book out! But don't worry - our waitlist really works! Here's how:

- If the class is full you'll be invited to jump on the waitlist.
- Clients need to cancel out at least 2 hours before the class start time if they can't attend. As soon as a spot becomes available, waitlisted bookings will be booked in by order (first in-first-served) and notified by email. Please **ensure you've opted in for booking emails** and keep an eye on your inbox!
- Come along for your class!

General Haven is proudly non-diet, HAES-aligned and weight neutral meaning the focus is on behaviours not weight loss, there is no weighing or measuring or no diet talk - just a safe, non-judgmental space to move **free of diet culture**.

We recommend opting in for booking confirmations as these may include important booking information and Haven info.

Late entry is discouraged and cannot be guaranteed. For security reasons the door to the studio may be locked at the beginning of each class and Haven cannot disrupt class for late entries.

We ask you to inform your instructor before class of any injuries or concerns you have. We ask you to remain compassionate and considerate of Haven belongings, our communal space and fellow Havenites and keep diet culture free.

Children are invited when appropriate and at the trainers discretion - please discuss with your trainer first.

Thank you so much for helping us keep our Haven running happily and efficiently! With love, Anna & The Haven Team x x x