



HAVEN T&CS

Dear Havenites,

Having a few systems in places helps us keep the studio running efficiently. Thank you for honouring our terms & conditions. Anna x

Member Benefits

- * PT & SEMI-PRIVATE PT MEMBERS RECEIVE A COMPLIMENTARY HAVEN GIFT
- * PT & SEMI-PRIVATE PT MEMBERS ARE ELIGIBLE FOR ACCESS TO PERSONALISED WORKOUTS WITH VIDEOS & INSTRUCTIONS VIA THE HAVEN APP WHERE OFFERED / APPLICABLE
- * ALL MEMBERS RECEIVE 10-40 % OFF WORKSHOPS, RETREATS, EVENTS AND SPECIAL OFFERS FROM OUR PROFESSIONAL FRIENDS AND PARTNERS AS THEY ARISE.
- * YOU GET TO BE PART OF OUR AWESOME COMMUNITY!

Payments

PAYMENTS ARE PER WEEK, DEBITED FORTNIGHTLY.
ALL FEES ARE ABSORBED BY HAVEN SO THERE ARE NO TRANSACTIONS FEES FOR OUR MEMBERS.

Minimum Terms

ONCE YOUR MINIMUM MEMBERSHIP TERM HAS BEEN MET, YOUR MEMBERSHIP WILL ROLL OVER FORTNIGHT-TO-FORTNIGHT UNLESS NOTIFIED OF YOUR WISH TO CANCEL OR OPT FOR A DIFFERENT MEMBERSHIP - SIMPLY GIVE 2 WEEK'S WRITTEN (EMAIL) NOTICE SHOULD YOU WISH TO TERMINATE OR CHANGE YOUR MEMBERSHIP.

Membership Pause

MEMBERS ARE WELCOME TO PAUSE THEIR MEMBERSHIP & PAYMENTS UNDER THE FOLLOWING CONDITIONS:
* **1 WEEK'S WRITTEN (EMAIL) NOTICE MUST BE PROVIDED**
* SUSPENSIONS MAY BE ACTIONED WEEKLY IDEALLY IN ALIGNMENT WITH THE PAYMENT CYCLE. IF THE REQUESTED DATES DO NOT ALIGN WITH THIS, PAYMENTS WILL BE EDITED TO REFLECT THE PAUSE
* SUSPENSIONS **ONLY APPLY ON CRUISER MEMBERSHIPS AFTER THE INITIAL 2 MONTHS**
* MAXIMUM OF 3 x SUSPENSIONS OFFERED WITHIN ANY 12 MONTH PERIOD
* SUSPENSIONS MAY APPLY FOR A MINIMUM OF 1 -WEEK TO A MAXIMUM OF 4 WEEKS
* TOTAL MAY NOT EXCEED MORE THAN 8 WEEKS MAXIMUM IN ANY 12-MONTH PERIOD.

Declined Payments

DECLINED PAYMENTS WILL BE REPROCESSED EACH DAY BY OUR PAYMENT PROCESSOR STRIPE FOR UP TO 7 DAYS UNTIL SUCCESSFUL. A TRANSACTION FEE OF \$5 WILL INCUR IF ON THE 7TH DAY THE PAYMENT STILL DECLINES AND TOTAL OUTSTANDING WILL BE REQUESTED IMMEDIATELY & MEMBERSHIP PAUSED UNTIL PAYMENT BROUGHT UP-TO-DATE.

Class & Session Cancellations

MEMBERSHIP CLASSES - THE OPPORTUNITY TO CANCEL OR CHANGE CLASSES CLOSES WITHIN 2 HOURS PRIOR TO CLASS START TIME. GIVEN OUR INTIMATE CLASS SIZES, WE MAINTAIN A WAIT-LIST AND THIS ALLOWS OTHER MEMBERS THE OPPORTUNITY TO SLOT IN WHEN A SPOT BECOMES FREE.

CANCELLATIONS OR MISSED CLASSES OUTSIDE OF THIS ARE FORFEIT UNLESS UNDER EXTENUATING CIRCUMSTANCES. (CLASS-HOPPER MEMBERS WILL LOSE THEIR CLASS CREDIT, UNLIMITED MEMBERS WILL BE CHARGED A \$10 CLASS FEE).

MEMBERSHIP SEMI-PRIVATE PT SESSIONS - MEMBERS ARE BOOKED INTO THEIR PREFERRED SPOT AT COMMENCEMENT OF MEMBERSHIP. THEREAFTER SEMIS MAY BE CHANGED VIA BOOKING APP UP TO 12 HOURS PRIOR AND RESCHEDULED WHERE THERE IS AVAILABILITY. PLEASE KEEP IN MIND THESE CLASS SIZES ARE SMALL, SO AVAILABILITY IS LIMITED.

MEMBERSHIP PT SESSIONS - MAY BE CHANGED UP TO 24 HOURS PRIOR AND RESCHEDULED WITHIN THE FORTNIGHT. AN ALTERNATIVE SERVICE OF SIMILAR VALUE MAY BE OFFERED WHERE FEASIBLE IF A REPLACEMENT PT SESSION IS NOT AVAILABLE. **SESSIONS OTHERWISE FORFEIT UNLESS EXTENUATING CIRCUMSTANCES.**

CASUAL PT & SEMI-PRIVATE PT SESSIONS - CANCELLATIONS WITHIN 24 HOURS OF BOOKING TIME ARE ENCOURAGED TO BE RESCHEDULED; WITHIN 12 HOURS A 50% CANCELLATION FEE WILL BE CHARGED.

UNUSED CLASSES, SEMI-PRIVATE PT & PT SESSIONS EXPIRE AT THE NEXT PAYMENT CYCLE (WITHIN THE FORTNIGHT), SO YOU'RE ENCOURAGED TO USE THEM UP!

Please remember you can always chat with me should you have any questions at all! Anna :-)