

Evolve Fitness and Pole (ABN 92 207 998 809) (“Evolve Fitness and Pole”, “we”, “us”, “our”) have adopted these Terms and Conditions of class participation which applies to all dance classes, courses, memberships and workshops booked by clients (“you”) at Evolve Fitness and Pole (Unit 5/12 Paisley Drive, Lawnton QLD 4501).

REFUND POLICY

The Term Courses, Casual Classes, Private Lessons and Functions are all considered to be Fitness Services that are available to you these may or may not be included in your membership. We offer 4 and 8 week Courses that are designed as exercise programs that also entitle you to use our poles and/or aerial equipment (fitness equipment) at times outside of your schedule group class booking.

Please note that there is a **No Refund Policy** on our courses (as with all our other fitness services) with rare exceptions which will be at Management’s Discretion. When enrolling in a Courses the purchase is considered as a single unit, although we give you the option to pay them off weekly via direct debit, they are still considered a single unit. We **do not** provide refunds if you change your mind or are unable to attend your classes due to changes in personal circumstances, work commitments or other reasons beyond our control. Please consider your commitment to a course (either 8 weeks or 4 weeks) when enrolling online.

As per Fair Trading Legislation, any Fitness Centre Membership (free or not) is entitled to a 48 hour cooling off period. During this time, after being notified in writing via email to info@evolvefitnessandpole.com.au, that you wish to cancel your membership any unused fees paid by you will be refunded.

In some circumstances we offer credits when an injury or severe illness occurs, in order to receive a credit you must give written notice as soon as an injury or sickness occurs and provide a medical certificate that confirms that sickness or incapacity. This will still remain at the discretion of Evolve Fitness and Pole Management.

CANCELLATION POLICY

A minimum of 7 days notice prior to the start of the Term (period of 8 weeks blocks as advised in the Term Timetable) is required to cancel enrolment in a course and must be completed in writing to info@evolvefitnessandpole.com.au. Once the first class of the Term has commenced (first class refers to any class, Course or Casual that represents the first class of the Term) and the above criteria have not been met, cancellations will not be accepted.

All course cancellations must be completed via email to info@evolvefitnessandpole.com.au stating your Course Type (Pole, Lyra, Silks, Trapeze, Cube) Level (Beg 1, Int, Advanced etc), Day and Time.

Please note: Due to the fact that our courses are considered single unit products, once a Term has commenced we are unable to offer your surrendered position to another customer. Therefore we consider your continued enrolment in any course past the scheduled first class as having used your fitness service and so are unable to offer refunds on course fees after the first scheduled class of the Term. Any exceptions made will be at Management’s discretion. However, if you are unable to attend a fitness service due to changes or cancellations made by Evolve Fitness and Pole, we will endeavour to credit or refund your payment in full.

All ezi debit payment plans will be considered as ongoing until otherwise advised apart from Beginners 1 memberships, these will run for the period of the Term only. The membership package will be rolled over to the following Term unless otherwise advised via email to info@evolvefitnessandpole.com.au. Cancellation of ezi debit payment plans must be completed via email at least 2 weeks prior to the commencement of the new Term and will cease after the final payment of the current Term enrolment.

CASUAL CLASSES

Due to safety reasons we have limits for attendance, all casual classes must be pre-booked either by using our website, our Zen Planner app (if you are already a member). Reservations in the class must be made by 2pm of the day of the class so we can ascertain if the minimum number requirement has been met for the class to either run or be cancelled due to lack of numbers.

We understand that sometimes things can get in the way for whatever reason, so to be courteous to those on a waiting list, if you are unable to make your Casual Class which you have already reserved a spot for, you must release your place/pole back into the system via your client login on Zen Planner at least 4 hours prior to your class start time (but no later than the 2pm cut off time). If you don't, you will lose that class/session and it will be deducted from your Casual Pass.

If you have reserved your spot through the Zen Planner app for a Casual Class and do not attend the class will automatically be deducted from your Casual Pass. If you are unable to attend and have removed your reservation at least 4 hours prior to the commencement of the class, the class will not be deducted from your Casual Pass.

MINIMUM NUMBERS FOR COURSES AND CLASSES

Teachers and classes may be subject to change without notice. We require a minimum number of students for classes to proceed. If minimum numbers have not been reached, class dates & times are subject to change. We shall communicate any changes to students who have booked into classes where a schedule change/cancellation has occurred and alternative options will be offered.

PUBLIC HOLIDAYS

The studio will be closed on all public holidays unless otherwise advised. If your Course class falls on a public holiday you will have the following options in the form of a make up class due to the studio closure:

1. You can choose to join a casual class in the same week of the missed class. You must email the studio info@evolvefitnessandpole.com.au with your chosen casual class so we can allocate a spot for you via Zen Planner.
2. You can join into another Course Class (pending spot availability of the class) of a similar level in the same week of the missed class. Should you choose this option you will need to email the studio info@evolvefitnessandpole.com.au with your chosen Class, Day & Time, and we will allocate you a spot in that class. Preference will be given in order of "first come, first served".