

## Dynamic Pilate Policies

1. All Memberships are paid either at the time of a class or by Direct Debit
2. For customers on Direct Debit, payments and contact details are via Debit Success on 0800 481 0400 or by email on [customerservice@Debitsuccess.co.nz](mailto:customerservice@Debitsuccess.co.nz)
3. Membership may be transferred providing that the member terminating is current, paid-to-date, and has no further payment obligations to the club. **A transfer fee of \$60 to DP** will be charged.
4. Memberships and Concession Card periods are “frozen” over Xmas and New Year period whilst studio is closed – this period lasts approximately 2 to 3 weeks.
5. **Cancellation / Freeze Policy:**
  - a) For **Concession Cards**, customers can only freeze their cards with a medical certificate and cards will be extended for a maximum period of up to 2 weeks.
  - b) For **Lifestyle and Platinum Package Memberships**, customers may freeze their memberships with a medical certificate OR twice during any 12 month period for a maximum period of up to 1 month (for 6 month membership periods – a maximum of up to 3 weeks).

**To notify DP**, customers must notify us via [bookings@dynamicpilates.co.nz](mailto:bookings@dynamicpilates.co.nz) at least 24 hours in advance of the freeze period. No retrospective freeze periods will be applied for lack of usage. If you are medically unable to use the Studio and have a medical certificate, customers may not use the Studio while the membership is inactive. Inactive months of a membership related to a freeze do not apply towards any contractual term of agreement. **A membership maintenance fee of \$15 per month** will apply to all freeze terms.

For customers **other than those on Concession Cards**, Customers must give **24 hours notice** to cancel a session appointment or they will be charged the full session price. This includes customers who have made casual bookings for apparatus equipment (Reformer and Tower Equipment).
6. DP reserves the right to amend the timetable from time to time to suit customer demand.
7. All customers must sign in at the ‘book in sheet’ (at reception) upon each visit.
8. It is each Customers individual responsibility to wipe down equipment.
9. Customers are required to use the safety features of the equipment. If a member is unsure of how to use a machine, they should obtain instructions from the staff.
10. Abuse of the equipment or other inappropriate behaviour may result in the cancellation of a concession card or membership.
11. Customers shall not be relieved of their obligations to make payments agreed to, and no deduction of payments shall be made because of a Customers failure to use the Studio’s facilities. Payments due are for the period of time and are not related to actual Studio usage.
12. DP shall not be liable for the loss or theft of or damage to the personal property of Customers.
13. DP may periodically bring independent contractors into the Studio to provide services to Customers. DP does not warrant or guarantee the quality of these services and hereby disclaims all liability arising out of such services.
14. Proper athletic attire including shoes, are required to utilise DP facilities.
15. Weights and equipment must be treated with care and returned to storage areas after use.
16. The member agrees to return Key Tags at the end of their membership and if they need to replace Key Tag \$10 will be charged to them.

## Customers under 18 years of Age (complete if necessary)

I ..... being the parent and guardian of the person named in this acknowledgement and release, hereby acknowledge and agree:

- I have read and understand this document
- I consent to the person named in this acknowledgement and release participating in the activity.
- I am aware of the risks and obligations set out above and release, indemnify and hold harmless Dynamic Pilates (including the studio, it’s owners, or its employees) or any of its contractors any claim or demand which may arise in respect of any injury, disability, or loss or damage to any person or property.

**Signature of Parent / Guardian:** .....

**Date:**.....