

Welcome to your Fernwood Reformer Pilates membership – we are so excited to have you onboard and a part of our Reformer Pilates community! Please refer to your terms and conditions below that are specific to the Reformer Pilates membership.

CLUB ACCESS

- + As part of the Reformer Pilates membership, you are only permitted to access your Fernwood club to participate in Reformer Pilates (and Reformer Pilates 'Video on Demand' sessions if offered at your club).
- + The schedule of sessions is available on the Fernwood website, and viewable and bookable via the Fernwood App.
- + This membership does not allow access to any other area or offering at your home club, including but not limited to group fitness classes or gym floor equipment. Please confirm with your home club any other access related conditions relating to your membership.

SESSION/CLASS CANCELCATION POLICY

- + We have a 'fair play' booking policy, whereby we ask that you provide at least 12 hours' notice to cancel any booked Reformer class or Reformer Refined (1:1) session. A cancellation within 12 hours will forfeit that session.
- + A fee may apply for no-shows and late cancellations. If in the unlikely event that your club should cancel a Reformer class or session within the 12 hours prior to the scheduled class/session time, we will make every effort to contact you to re-book and honour that session at a later date.
- + Any unused sessions will not be refunded and will expire after a period of 6 months.

MEMBERSHIP TERMS

- + Interclub transfers of memberships as mentioned in clause 16.0 of our standard Terms & Conditions is not applicable to this membership.
- + Reciprocal Club Vouchers as mentioned in clause 19.0 of our standard Terms & Conditions is not applicable to this membership.
- + If you wish to downgrade your membership at any time, the downgrade policy as mentioned in clause 13.0 of our standard Terms & Conditions would apply. A \$100 fee is applicable if this was to occur within the membership binding expiry date.
- + If you wish to put your membership on hold you are able to do so in line with our deferral policy as listed in your membership agreement and clause 14.0 in our standard Terms & Conditions.

MEMBERSHIP CANCELLATION POLICY

- + Cancellation Policy of this membership is in line with our standard Terms & Conditions as mentioned in clause 26.0 and outlined in your membership agreement.
- + A period of 28 days' notice is required for cancellation of this membership and will be counted from the date we receive your written request to cancel. A cancellation fee may also be required if applicable. Access to your Fernwood home club facilities and Reformer Pilates services will still be permitted during this notice period.

In signing this document, you agree that you have read and understood the membership terms and conditions that are applicable for this Reformer Pilates membership.

Member Name**Member ID****Member Signature****Date**