

Terms and Conditions - Elevate Marlborough and Supporting Businesses.

Elevate Companies Ltd 2019

Bookings

Private Class Bookings

Private class bookings must be made a minimum of 12 hours before class is due to begin.

Group Class Bookings

Group class bookings must be made a minimum of 2 hours before class is due to begin.

Cancellation of Bookings

Classes can be cancelled and the credit will be refunded if the class is cancelled a minimum of 12 hours before said class is due to begin. Cancellations made after this time will result in the credit staying redeemed and will not be credited back to the Member.

Tech Issues & Support

Any credit, class or tech issues on the StudioBooking site must be drawn to the attention of Elevate Marlborough immediately via email elevatemarlbrough@outlook.co.nz and are endeavoured to be resolved within 1 week. Tech and payment support are outsourced which can cause a delay. In any instance the member will be notified.

Payments Issues

If a deduction is unable to be made an error will be displayed. Please check available funds in the nominated account and ensure all details are provided correctly and try again. Please contact us with any further issues via email: elevatemarlbrough@outlook.co.nz

If there are any payment discrepancies or queries please do not hesitate to contact us via email also.

Packages

All packages are a one time purchase. Members top up classes manually as required.
All purchases are final and will not be refunded.

Group Class Concession

Group Class Concessions can be purchased in either 5 or 10 class packages and are valid for 2 months from purchase day and time

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Casual Group Classes

Casual Group Classes can be purchased individually and are valid for 2 weeks from purchase day and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Open Pole Classes

Open Pole Classes can be purchased individually and are valid for 2 weeks from purchase day and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

All Inclusive Package / Membership - 1 month

All Inclusive Package / Membership is purchased individually and is valid for 1 month from purchase date and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Flex - 1 Month Pass

Flex - 1 month pass is purchased individually and is valid for 1 month from purchase date and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Intro Membership

Intro Membership is purchased individually and can only be purchased one time per member. It is valid for 1 month from purchase date and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

6 Month Unlimited Class Pass

6 Month unlimited class pass is purchased individually. It is valid for 6 months from purchase date and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Youth Aerial Fit

Youth Aerial Fit is purchased individually and must be purchased before the term begins. It is valid for the school term dates stated only, from purchase date and time. Members can join at any point of the term.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Private - Semi x4 Class Pass

Private - Semi x4 Class Pass is purchased individually. It is valid for 2 months from purchase date and time.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Intro Course - Wednesday / Friday

Intro Course - Wednesday / Friday is purchased individually. It is valid for 5 weeks from purchase date and time and can only be booked on the class day specified. Eg. You can not book Wednesday and Friday Intro Classes. You must book for only one consecutive day per course.

Purchases are made in full and are non refundable.

Any classes unused before this time will expire and are automatically removed from your credit balance via Studio bookings.

Contracts

A Contract is an agreement to pay the stated monthly membership rate monthly until term of the membership is complete. Deductions from members account details provided are made automatically, monthly from the date of initial purchase, for the duration of the contract. Once purchased the member has committed to the financial obligation for a minimum term of 6 months. Contracts can be cancelled after 6 months via providing 1 months written notice to Elevate Marlborough.

If a deduction is unable to be made Stripe / StudioBookings will continue to attempt to complete the deduction for 7 days or until payment is received. If no resolution is made the account will be shut immediately until payment is made at such time the member will receive 14 days notice for missed payments to be resolved. If the account has not been resolved within 14 days the debt will be handed over to Resolve Debt Collections Ltd for collection for the entire contract in full and the members registration with Elevate Companies Ltd terminated permanently.

All purchases are final and will not be refunded.

Private Membership

Private Memberships are valid for 3 months from purchase date. Payments are deducted monthly. Payments are deducted from designated account assigned at the time of initial purchase.

Group Class Membership

Group Class Memberships are valid for 6 months from purchase date. Payments are deducted monthly. Payments are deducted from the designated account assigned at the time of initial purchase.

Contract Memberships

The date of purchase is the recurring date in which the purchasing party will be charged automatically and credits renewed on the members StudioBookings account. It is a binding agreement to pay the due balance monthly or in full if requested as soon as the initial purchase is made.

Termination of Contract

Contracts may be transferred to another Member for a fee of \$50.00. In this instance, a new member assumes the ongoing costs of the contract for the remaining period. Outstanding debts will stay the concern and responsibility of the previous contract owner.

Contracts are non refundable and may not be cancelled before the 6 month minimum term.

Contract payments issues

If a deduction is unable to be made you will receive an email or notification. However, in the event of a tech malfunction this is not guaranteed. It is the member's responsibility to ensure funds are available in nominated account and ensure all details are provided correctly.

Please contact us with any further issues via email: elevatemarlborough@outlook.co.nz

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All purchases are final and will not be refunded.

If there are any payment discrepancies or queries please do not hesitate to contact us via email.

Miscellaneous

Open Pole & Open Studio - Conditions & Restrictions of use

Open pole class and open studio time is an uninstructed period where members can use the booked time to practise content they have already been taught and can action safely without assistance or support (eg. Spotting). Members are to be mindful of their belongings their use of equipment and themselves while practising ensuring safety for all members of the studio and reporting any breakages or concerns to elevatemarlborough@outlook.co.nz immediately. Unsafe practice will not be tolerated and members can have classes and studio registration cancelled immediately and without notice for unsafe practice if these standards are not upheld.

Member Guests

Children are not permitted in the studio which includes Open Studio or Open Pole times. The only exception is when invited for special occasions eg. Student showcases or Youth Aerial Fit classes. Any injury is the responsibility of the parent or guardian and any breakages will be invoiced to the parent or guardian. Elevate Marlborough assumes no responsibility for the guests of the members at the studio.

**Amendments to these Terms and Conditions can and will be made without notice.
Updated 19/11/2019.**