



WORKOUT CARD TERMS & CONDITIONS

- A Workout Card represents the number of workouts you have purchased. The card itself is kept at the studio.
- So that you remain consistent with your workouts we recommend that you book in to the same time each week and only reschedule if required.
- **MISSED WORKOUT POLICY**
If, due to unavoidable circumstances you are unable to provide us with the required notice that workout will be automatically deducted from your workout card.
 - For morning workouts the cancellation cut-off is 7pm the previous day.
 - For lunchtime workouts the cancellation cut-off is 8am.
 - For evening workouts the cancellation cut-off is 1pm.
- Please note that our office hours are typically late morning and late afternoon, this is because we don't attend to our phone/email when we're taking workouts. You can still ring or email us at anytime, we'll get back to you as soon as we can.
- If you ring or email us to reschedule a workout, the time of that message will be used to calculate the required notice.
- If you are going away we will hold your usual spot for 4 weeks, any longer than that and it will automatically become 'available' and you will need to book in again upon your return.
- We will notify you of your renewal date by email, it's usually about 2 weeks prior to the completion of your workout card.
- Payment is required in advance either by our direct debit provider 'PaySmart' or in advance per Workout Card. A 2% fee applies to all credit card payments.
- In the event of a Workout Card transfer a \$35 Admin Fee applies.

If you have any queries please phone us on **9690 6060** or email us ap@urbanworkout.com.au