BOOST PT STUDIO & ONLINE SUBSCRIPTION

TERMS AND CONDITIONS

GENERAL

Boost PT Studio reserves the right to withdraw any product at any time giving 30 days written notice.

These terms and conditions are subject to change at any time giving 30 days written notice.

This agreement commences once you have indicated your acceptance in the online sign up process.

Your membership starts immediately or on your selected start date, being the 1st of the month or if otherwise specified by a promotional package.

You will be entitled to all the rights and privileges exercisable for the type of membership chosen.
You cannot transfer this agreement/membership to anyone else.
Boost PT Studio is authorised to store the member's personal information.

Boost PT Studio reserves the right to send the member operational messaging by whatever channel is deemed appropriate. Operational messaging relates specifically to feature/ functionality of your membership.

Where the member has agreed, Boost PT Studio reserves the right to contact the member with marketing related offers from time to time..

Members are required to conform to Boost PT Studio membership rules and regulations at all times which relate to opening hours, use of facilities and your conduct. We may make reasonable changes to these Rules at any time provided that we give you advance notice of the change. Breach may result in the cancellation of your membership.

Classes are given by any Boost Trainer allocated to the session

Any emails sent to info@boostbystap.co.za, please send a message notification via text or Whatsapp to Caileigh on 076 641 6408 confirming you have sent an email.

MEMBERSHIP FEES

All Membership Fees are charged **monthly in advance**.

If written notice is not given on the 1st of the **last** month on the membership contract, the contract will renew as the same membership.

Fees method of payment:

Promotional packages (where applicable) are payable via EFT/CASH upfront in full 24hrs before attending your first class.

Please be advised where you have selected a Promotional Package and payment is required upfront, no refunds will be issued if you are unable to start/continue with said package. You acknowledge that the upfront payment reserves your slot and others might have been turned away as a result.

Weekly packages are payable via EFT/CASH no later than 3rd of each month **Monthly packages** ALL payments are EFT / cash / paystack.

If you are not renewing your package written notice must be emailed on the 1st of the **last** month on the membership contract to info@boostbystap.co.za, please also send a WhatsApp message.

Non-payment of your fees:

If after one month of unsuccessful collection of payment your membership will be suspended and handed over to a debt collector.

All notices and processes may be validly served to the member's residential address, which is hereby selected as the member's domicillum citandi executandi. This address is as stated in the Membership Agreement.

All members with unpaid accounts will be suspended from all member privileges. These will be reinstated once all arrears have been settled.

INCORRECT FEE PROCESSING BY BOOST

If payment error by boost you will not be refunded but an extra month given an extra free equivalent month voucher.

NON-RENEWAL OF YOUR PACKAGE:

Provide 1 month's written notice prior to package end date if you are no longer continuing, or we will assume you are renewing and invoice you accordingly. **No refunds** will be given if 1 month's written notice is not received in the last month of your contract.

UPGRADING/CHANGING YOUR PACKAGE:

This may be done at ANY point in your 6/12 month contract, please take note that when you change your package it then restarts your 6/12 month contract under the new selected package.

CONTRACT CANCELLATION/INJURY POLICY:

A strict cancellation fee applies

We realise that there are unforeseen circumstances however as a small business we cannot cancel your contract as we too commit to our overheads.

Cancellation Option 1:

To cancel your 6 month membership, the full amount outstanding is to be settled with access to the gym for the remaining weeks on the contract.

Cancellation Option 2:

Continue to pay your monthly fees for the remainder of your contract and after your package end date we will give you a free voucher with access to the gym for the remaining time you missed. For example on a 6 month package, if after 2 months you wish to cancel, you are still required to pay for the other 4 months and we will provide you with a free voucher for the 4 months you missed. Valid for 6 months

Please note if you wish to cancel your contract due to injury you are required to provide a doctor's note the above cancellation option 2 applies.

FREEZING YOUR ACCOUNT

The Company does not want you to feel bound by a contract. Therefore, your membership may be frozen under extenuating circumstances provided and it is done in writing, giving 1 calendar months' notice (i.e. from the 1st of the month) and agreed upon by management.

Freezing of your account refers to time and **not payment** and may not exceed 3 months No re-activation fee is charged on frozen memberships.

In the event of one or more of these terms, conditions, rules and regulations being unenforceable they will be regarded as removed – the remaining clauses are still deemed valid.