

Pilates at Lively Terms & Conditions

Please read the following terms and conditions carefully to maintain your Permanent spot. Pilates sessions at Lively Physiotherapy & Pilates.

1. Attendance Requirements

- To retain your permanent weekly Pilates spot(s), you must attend a minimum of **3 sessions per month** otherwise the permanent spot will be given to another patient who is on our waitlist.
- If you fall below this attendance threshold, your spot may be offered to another patient.

2. Payment & Packs

- A **valid Pilates Pack** is required to hold a permanent weekly spot.
- Permanent spot packages must be purchased via **direct debit** from a credit card or bank account (fees and charges apply). See below for more on direct debiting.
- **Packs are non-refundable and non-transferable** to another patient.

3. Pack Expiry

- It is the patient's responsibility for managing their usage of their pack within the expiry date, this **includes Government Public Holidays/personal holidays**.
- **Pack of 5:** Valid for **2 months**.
- **Pack of 10:** Valid for **4 months** (includes a **20% discount** on either physiotherapy or massage consult within the validity of the pack).
- All packs are set to **auto-renew** upon completion.

4. Breaks & Permanent Spot Holds

- Permanent Pilates spots can only be held for **up to 6 weeks**. We cannot hold your spot if your break is more than 6 weeks long.
- For planned absences under six weeks, please speak with Admin to determine the best option for you—such as purchasing a 5-pack instead of a 10-pack, or attending casual sessions.
- We are unable to hold your spot for breaks longer than 6 weeks.



Effective Date: 16th November 2023

5. Cancellations & Make-Up Sessions

- **24 hours' notice** is required for any cancellations or rescheduling.
- Late cancellations (within 24 hours) will result in the session being deducted from your pack.
- To avoid forfeiting a session due to late cancellation, you may **make up the session within 10 days** of the missed class.
- All make-up classes must occur **within your pack's expiry period**.

6. Termination of Permanent Spot

- To cancel your permanent Pilates spot, **written notice is required at least 2 weeks before your next pack renewal date**.
- You can provide notice by emailing: **admin@livelyphysio.com.au** or by filling out our Termination Form at reception.

Direct Debit Terms & Conditions

By agreeing to Direct Debit, the client acknowledges and accepts the following:

- **Ezidebit Pty Ltd** is the nominated billing company and will process payments from the client's nominated bank account or credit card. The client understands that the billing relationship is with Ezidebit.
- **Updating Payment Details:** If the client's bank or credit card details change, it is their responsibility to notify Lively Physio & Pilates Pty Ltd in advance to avoid any disruptions to the payment process.
- **Sufficient Funds:** The client must ensure sufficient funds are available in the nominated account by the payment due date. Neither Lively Physio & Pilates Pty Ltd nor Ezidebit will be held responsible for any fees or charges incurred due to insufficient funds. A dishonour fee of **\$9.90** will be charged by Ezidebit for failed payments.
- **Failed Payments & Cancellation:** Repeated failed payments may result in the cancellation of the client's Pilates membership.
- **Automatic Renewal:** All Pilates packs are set to **automatically renew** upon completion of the current pack.
- **Arrears:** If the client's account falls into arrears, they authorise Ezidebit to debit any outstanding amounts to bring the account up to date.
- **Privacy:** All personal and financial information provided is kept confidential and protected by Ezidebit's security protocols.
- **Payment Notifications:** Payment-related correspondence from Ezidebit will come from **noreply@ezidebit.com.au**.



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