

GROUNDUP

Full GROUNDUP Membership Terms & Conditions along with Studio specific policies can be reviewed during any signup or purchase through the GROUNDUP App. They are also easily accessible on the GROUNDUP website at any time. By enrolling in a class or purchasing any of our memberships/class packs, you agree to our full Terms and Conditions.

CLASS CANCELLATIONS/NO-SHOWS

We appreciate you respecting our waitlisted clients and honouring our 4-hour cancellation policy for all classes at GROUNDUP. To avoid forfeiting a session or incurring a no show/late cancellation fee (for direct debit membership holders), please ensure to cancel your booking via the GROUNDUP App at least 4-hours before the class is due to commence. Please note, there are no exceptions – this applies to all GROUNDUP members, casual visitors, and guests.

WAITLIST ETIQUETTE

GROUNDUP offers a waitlist function across all class types. If you reserve a spot on our waitlist, our system will move you automatically into the class if a spot becomes available. If you have been added to a class from the waitlist, the standard class cancellation policy will apply. As such, we encourage you to cancel any waitlist sessions you anticipate you will no longer be able to attend.

Our waitlists do move, and changes can take place at any time, including overnight. If you are waitlisted for an early morning session, we strongly encourage you to wake up early to check if you have been moved to the class. Alternatively, we suggest removing yourself the night before if you no longer plan on attending to avoid charges or pass forfeits.

Our full No Show/Late Cancellation and Waitlist Policy can be found through the GROUNDUP App or our website.

INTRODUCTORY OFFER – 5 Classes For \$50

GROUNDUP Studio has an amazing introductory offer available for first-time users of our studios. Our Intro Offer is only available once per client to introduce you to our space and our classes. The Intro Offer can be used across any/all GROUNDUP Studios and will give you access to all classes on our schedule. All Intro Offers are valid for 1-month from date of purchase – first booking must be made within that period. The Intro Offer will activate as of the date of your first booking and will expire 2 weeks/14 days from the date of the first class. All 5x classes must be used within these 14 days. Intro Offers cannot be purchased more than once to try another GROUNDUP Studio. Any client found purchasing more than one Intro Offer will have their access revoked. Please note, the Intro Offer cannot be extended, cancelled or placed on suspension. All sales are final – Intro Offers are non-refundable.

10-Class Pack

10-Class Packs can be purchased across all GROUNDUP Studio locations. Class Packs will provide multi-studio access to all Reformer and Studio 1 sessions. Our 10-Packs are valid for 3 months from the date of purchase. 10-Class Packs can be purchased as often as you like however Class Packs cannot be suspended and/or cancelled. Extensions will be considered on medical grounds; in which case a medical

certificate will be required. Extensions due to medical reasons must be requested before the Class Pack expires. Kindly note, all Class Packs are non-refundable, and sessions are not transferrable.

SERVICE SALES & DIGITAL GIFT CARDS

Digital Gift Cards can be used across all services offered by GROUNDUP Studio. They are not redeemable for cash and are not eligible for extension/suspensions/transfer.

All sales at GROUNDUP (in-house merchandise and/or digital gift cards) are final.

Refunds will only be considered in cases where there has been a merchant processing error or if a GROUNDUP Studio team member has incorrectly processed a sale on a client's behalf. All other refunds or credit requests due to an incorrect purchase or change of mind will be at the discretion of GROUNDUP Studio. All return/refund/credit requests must be submitted in writing to info@groundup.studio.

STUDIO & CLASS ETIQUETTE

Out of respect to other members, teachers and your own personal safety, admittance is not permitted after 5-minutes of the scheduled class. As such, we ask all members to arrive at least 5-10 minutes early for a smooth check-in experience.

Please make sure to check-in with the teacher prior to taking your place within the class. Failure to check in can result in a no-show fee being applied.

Share with your teacher how you are feeling prior to the class commencing – if you are new to this class style; if you are pre/post-natal or potentially carrying any injuries please let us know so we can provide the best experience for you.

All personal items should be placed in the lockers available at the Studio – this includes bags & shoes. Towels are required for all sessions and socks are essential for reformer classes. Grip socks are strongly encouraged and available for purchase at the Studio if required. GROUNDUP provides mats and all other props you may need.

Mobile phones can be taken into reformer classes provided they are on silent and will not be a distraction to you and/or other members. However, we do encourage members to store their phones in the lockers provided so that they can get the most out of their GROUNDUP experience. For yoga classes, mobile phones are not permitted. We ask that members leave their phones in the lockers provided at the Studio.

Members must keep all food (including chewing gum) out of the Studio. We do however encourage members to bring water to all sessions to remain hydrated.

Enjoy our Tea Station, Beauty Bars, and showers/changing facilities to freshen up after your session with us. As these are shared spaces, please be mindful of keeping these areas tidy.

LOST PROPERTY

GROUNDUP Studio is not responsible for personal items. Lockers are provided for the convenience of members and guests, however, by placing your items in these lockers you acknowledge that they are not secure and that we have not represented them as being secure. If you have misplaced an item, please email info@groundup.studio or speak to staff at the relevant Studio directly.