

Terms and Conditions

Pilates for Life

Effective Date: 1 February 2025

By purchasing a recurring payment package at Pilates for Life,
I acknowledge and agree to the following terms and conditions:



1. General Terms

- I acknowledge that my recurring payment will be **charged on the same day each month**, starting from the day I purchase the package.
- I must download the **Fit by Wix app**, **create a profile** and **manage my bookings** via the app.
- I understand that **my package will be uploaded to my account** within 48 hours from purchase date.
- It is essential that I make a booking for my sessions through the Fit by Wix app, which I am responsible for downloading onto my smartphone.
- I acknowledge that **unused sessions will expire 30 days after purchase date**, at which point a new package will be uploaded to my account. **These sessions cannot be carried over to the next month.** It is my responsibility to use all sessions within the validity period, as any unused sessions will be forfeited.
- I understand that packages are **non-transferable and cannot be shared with friends, family, or any other individuals.** Each package is assigned to a single user and may only be used by the registered package owner.
- **Allowing another person to use my sessions, whether paid or unpaid, is strictly prohibited.**
- I accept that I am responsible for ensuring my personal details are up to date in the Fit by Wix app. Pilates for Life is not liable for any missed communications or notifications due to outdated information.
- In the event of a lost or stolen app account, I must notify Pilates for Life immediately to secure my account and prevent any unauthorised access.
- I acknowledge that Pilates for Life reserves the right to modify these terms and conditions, with notice provided through the app or email.

2. Booking Policy for All Packages

- I am aware that **sessions can be cancelled up to 24 hours in advance**, and the credit will be returned to my account for rescheduling.

- I acknowledge that I may **reschedule a session up to 12 hours in advance**. If a session is **cancelled within 12 hours** of the scheduled time, it will be **forfeited**, and no credit will be issued.
- I am responsible for **rescheduling my own lessons** via the Fit by Wix app by selecting my booking and choosing a new available time slot. **Sending a message** to Pilates for Life **does not constitute a valid cancellation or rescheduling request**.
- Pilates for Life is **not responsible for making or modifying bookings on my behalf**. *However, in the case of a verified technical issue, Pilates for Life will review the situation and provide assistance where possible.*
- Should I **fail to attend** a scheduled session without prior cancellation, I acknowledge that this will result in a **forfeited** session, and I may **not receive a credit**.
- I understand that if I arrive late for a session, I will not be entitled to an extension of the session duration or a refund for the missed time.
- In the event that the instructor I booked with becomes unavailable due to severe weather conditions, instructor illness, or any other unforeseen circumstance, I will be notified as soon as possible. I will then have the option to either reschedule my class with the next available instructor or cancel the session and receive a credit back to my account.

3. Cancellation Policy

Non-Recurring Package (6 Sessions)

- This package is non-refundable
- Unused sessions will not be credited back or carried over to the next month.
- I acknowledge that it is a once-off package and I need to ensure I make my own bookings

3-Month Recurring Payment

- The **cancellation fee** will be the remaining balance of the **3-month total amount—no exceptions**.
- I understand that **I have to** notify Pilates for Life if I want to **stop** my membership after 3 months, otherwise it will **automatically carry on until cancelled**.
- If I fail to provide the required notice, I understand that my cancellation will not take effect until the end of the following billing cycle (**another 3-months**)
- In exceptional circumstances, such as prolonged illness or relocation, I may request a review of my cancellation notice, which Pilates for Life will consider at its discretion.

12-Month Recurring Payment

- I understand that to **cancel my recurring payment**, I must provide **one month's written notice**.

- I acknowledge that during this **notice period**, I will be **charged** for and continue to **have access** to sessions for **one final month**.
- I am aware that a **cancellation fee of 10%** of the **remaining contract value** will apply upon **termination** of my recurring payment.
- If I **fail to provide** the required **notice**, I understand that my **cancellation will not take effect until the end of the following billing cycle**.
- I acknowledge that I **will not receive a refund** for any **unused sessions upon cancellation**, and all remaining sessions will be **forfeited**.
- In exceptional circumstances, such as prolonged illness or relocation, I may request a review of my cancellation notice, which **Pilates for Life will consider at its discretion**.
- As an **unlimited member** I have to ensure that I cancel my lesson via the app or notify Pilates for Life if I can not make a session.

4. Refund Policy

- If I accidentally purchase the wrong package and notify Pilates for Life within 24 hours with a reasonable justification, I am entitled to a refund.
- If there is a technical error from Pilates for Life that affects my payment (such as a double withdrawal, incorrect amount, or any other system-related issue), I will provide proof via a bank statement so that Pilates for Life can process a refund.
- Refunds will not be issued for unused sessions, failure to book, last-minute schedule conflicts, changes in personal availability, or any other personal circumstances outside of the outlined exceptions.
- In cases of medical emergencies or significant life events that prevent attendance, I may request a compassionate consideration for a partial refund or extension of my package, which will be evaluated at the discretion of Pilates for Life.

5. Upgrading or Downgrading My Package

- If I choose to downgrade my package, I will be required to pay a R400 administrative fee.
- If I choose to upgrade my package, Pilates for Life will facilitate the upgrade free of charge.
- Upgrades will take effect immediately upon payment, while downgrades will take effect at the start of the next billing cycle.
- I understand that if I downgrade my package, the terms and conditions of the new package will apply, and any remaining sessions from my previous package will be subject to the forfeiture policy.

By proceeding with my purchase, I confirm that I have read, understood, and agree to abide by these terms and conditions.