

# ALL EXPANSION MEMBERSHIPS - TERMS AND CONDITIONS

## 1/ Membership Benefits

No sign up fees

No annual renewal charges

No administration fees

No exit fees if membership is canceled after the first 6 months of membership

## 2/ Start Date

The Membership will start from the day that you sign up and then will continue to process weekly payments until you contact Expansion staff either in person or via phone, text, email or private social media message to stop the membership. Again, there is no cancellation fee after you complete the minimum 6 month term of membership.

## 3/ No show & Late cancel fee

If you do not un-book from a class **more than 8hrs** prior to the start time, or simply do not attend a class that you're booked into you will incur a No show/late cancel fee of \$5.

- You can un-book a class via your Expansion app 'My Schedule' menu option, or by contacting Expansion staff.

## 4/ Missed Payment processing fee

Any time the 3rd party payment merchant company 'PayChoice' tries to process your membership payment, as well as any other purchase made on our software and you have insufficient funds, there is an \$8.80 charge automatically deducted. This will be labelled as 'Expansion Yoga & Pilates' on your bank statement, however all of this fee goes directly to PayChoice, not Expansion. We do not offer refunds for these \$8.80 charges.

## 5/ Minimum Membership length

All Expansion memberships have a minimum duration of 6 months from the start date.

If you decide to cancel your membership after this 6 month period there is no extra fees, we will stop the membership for you when you like.

If you prefer to cancel the membership before this 6 month period is completed there is an early exit fee. This fee will come at a cost of the total price of the accumulated payments if they were to continue completing the 6 month period.

## 6/ Pause Periods

Contact Expansion staff to set this up for you on your profile.

Minimum Pause period = 10 days

Maximum Pause period = 40 days consecutively in 1 Pause window

If your period extends over this 40 days, your membership will be forfeited and have to resign up at the present days membership prices.

## 7/ Annual Price structure review

Every year we will assess whether there needs to be a membership cpi increase, this may or may not happen and be a max of 3% each year. All going well we will try to avoid this.

## 8/ Important information to note

- Your payments will occur weekly out of the payment option you choose to input for the first payment, if you would like to change this please contact Expansion staff to arrange a different payment option. We accept Visa, MasterCard & Direct Debit.

- NO cash or cheque payments are accepted for weekly membership payments.

If Cash payment is preferred. Payment upfront is welcome for a minimum 6 month duration, please contact Expansion Staff to arrange payment.

- Your membership can not be paused or cancelled from your Expansion app's profile, it can only be paused or cancelled by contacting an Expansion staff member.

- We do not offer refunds, so please be sure to thoroughly read through terms and conditions again to be sure of your purchase :)