

## CLASS PARTICIPATION RULES

Keep Fitness is excited to now offer Keep Fitness Pilates group and private pilates classes as part of our Club in our new pilates studio.

Your health and safety when taking part in our classes is important to us. Please take the time to read through the following simple rules to help things run smoothly and make sure everyone enjoys all our Club has to offer.

By participating in our classes, you agree to be bound by these rules – which form part of the Gym Rules and apply in addition to our other rules, standard Terms and Conditions and Policies (which apply to all users of the Club). Failing to comply with these rules may result in a verbal warning and/or removal from the Club.

### Class participation

- We want you to enjoy your classes with us – so it is important that you:
  - let our staff know before any class of any limitations, medical conditions or pre-existing injuries which might impact upon your ability to participate in the class;
  - work at your own pace, know your limitations and don't over exert yourself;
  - follow our staff's instructions, including taking part in any pre-class fitness assessment;
  - interact with our staff in a courteous and respectful manner;
  - immediately stop participating in the class and ask our staff for assistance if you are experiencing pain, discomfort or dizziness at any time;
  - do not improperly use our equipment; and
  - promptly notify our staff if you identify any health or safety concerns.

### Bookings and cancellation

- Bookings are essential for our classes and can be made either online through our website or by speaking to one of our friendly staff.
- Please aim to arrive at the Club at least 10 minutes prior to your scheduled class time so there are no delays.
- If you have made a booking for one of our classes and (for whatever reason) you are no longer able to make the class, please let us know with as much notice as you can and we will do our best to reschedule your booking.
- **If you would like to cancel your booking (and receive a refund) or reschedule your booking, you will need to provide us with at least 24 hours advance notice prior to your scheduled class. If you don't provide such notice or you don't attend your scheduled class, you will not be entitled to any refund or credit for a future booking.**
- You cannot transfer or gift your booking to anyone else, and any unused or expired credit or bookings will not be refunded.
- We may need to vary or change our class schedule or cancel a class from time to time for any reason (including due to staff or operational requirements). If this occurs, we will do our best to give you as much notice as possible.

Enjoy your class!!