



Studio Membership Terms & Conditions (updated 07/07/14)

- This membership entitles you to attend the Lake Wendouree Pilates Studio for a period of _____ months.
- This membership expires on _____. If you continue to attend after this date, and you have not purchased a subsequent membership, you will be charged a standard studio visit fee of \$19 per visit, and you are personally liable for these charges (for WorkSafe and TAC - these charges will not be covered by your insurer, they will be charged to you).
- You are entitled to **ONE** period of membership suspension during this membership period, for a maximum of two weeks. Membership suspensions will be granted at the discretion of management, and will not be granted retrospectively. If you wish to apply for a membership suspension, please see reception.
- Lake Health Group strongly advise all clients pre book all studio visits. If you attend without a booking, you may be declined entry to the studio, and kindly asked to attend at a future pre-booked time slot.
- Your membership is not transferrable to another person or refundable to a money value.

Multi-visit pass Terms & Conditions (updated 07/07/14)

- This pass entitles you to attend the Lake Wendouree Pilates Studio for _____ studio visits.
- This pass expires 12 months from purchase date. Any visits not used by this time are forfeited, and will not be refunded.
- Your pass is not transferrable to another person or refundable to a money value.
- Lake Health Group strongly advise all clients pre book all studio visits. If you attend without a booking, you may be declined entry to the studio, and kindly asked to attend at a future pre-booked time slot.

Cancellation Policy - Clinical Pilates - WorkSafe & TAC Consent

Due to the high demand for Clinical Pilates services, Lake Health Group has a strict cancellation policy in place.

If you are unable to attend an exercise-based session with the physiotherapist, you must notify the clinic the day prior to the session, or earlier.

Cancellation on the day of the class, or failure to attend a booked session, will result in a cancellation fee of \$24. This cancellation fee is **not** covered by your employer or insurance company, and **you will be billed directly** for these costs.