

Membership Terms & Conditions



1 Membership duration

When you sign up for a Membership Plan with Move Through Life Dance Studio (MTL) you committing to at least 12 weeks of membership. After the 12 weeks, your membership will continue unless you cancel it (see Item 5.2 for details on how to cancel your membership).

2 Membership levels

There are four different membership levels to choose. Details are outlined in Table 1.

3 Pricing and payment

3.1 Payment options

You can choose to pay via direct debit from your nominated bank account or by credit card. There is a 2.5% surcharge if you choose to pay via credit card.

3.2 Payment instalments

Payments will be deducted from your nominated credit card or bank account on the same day of the week every four weeks as the day you start your membership.

There are 48 teaching weeks in the year, meaning that for 4 weeks each year (from mid December to mid January) there are no classes. You will not have a payment in the 4 weeks when there are no classes. This means that if you have a payment in the first part of December, your next payment won't be until February. If your last payment for the year is in November, you will have a payment deducted in January.

3.3 Investment

The investment for each membership package is outlined in Table 1 (all prices include GST).

3.4 Concession prices

A 10% discount is available for people with a seniors, pensioner or full-time student card. To access the concession price, a copy of your concession card must be provided (by email or in person) and a discount code will be provided.

3.5 Credit card expiry

If your credit card is about to expire, the booking system will automatically send you an email to let you know, and give you instructions on how to update it.

3.6 Variation to prices

Fees are subject to change if there are changes to our costs. You will be advised in writing if this ever happens before your monthly fee changes, and given an explanation for why we need to change the prices.

3.7 Payment service provider

Your payments will show up on your credit card or bank account statement as being to EZI Move Through Life. Ezidebit is the payment service provider used by Move Through Life Dance Studio.

3.8 Dishonour fee

Please ensure there are sufficient funds in your account for your four weekly fee. If there are insufficient funds in your nominated bank account or credit card, Ezidebit will charge you a dishonour fee of \$14.80. Note, this is not a fee charged by Move Through Life and is out of our control.

4 Entitlement / Benefits

4.1 Class credits

Every four weeks new class credits will be made available to you for use. The number of credits added in each four week cycle depends on your membership level and is outlined in Table 1.

4.2 Duration of valid class credits

We do encourage you to attend the same class each week, but you can use those class credits to attend any class on our schedule.

You can use those class credits at any stage of the four week payment cycle.

Class credits that are unused at the end of each four week payment cycle will expire.

If you are unable to use your allocated class credits within the four week payment cycle, you can contact us via info@movethroughlife.com.au to request an extension.

If you have a regular class booking, you must cancel your class within our booking timeframes if you are not attending. If you not cancel your booking within that timeframe, the class will no longer be available for you to use.

If a class is cancelled by Move Through Life, you can use the unused class credit to attend any other class within the four week timeframe of that payment cycle.

4.3 Discounts

As a Member, you will receive a discount on extra classes and products sold through our online retail shop, such as MTL t-shirts. Details are outlined in Table 1.

5 Changes to membership

5.1 Notice period for changes to your membership

Please provide 14 days notice to make changes to your membership, such as to cancel, hold, upgrade or downgrade.

Cancellation can be done through the online cancellation form (see below for link). Other changes to membership can be requested in writing via email to info@movethroughlife.com.au.

5.2 Cancellation of membership

If you aren't able to continue classes you are able to cancel your membership by filling in our online cancellation form available at <https://www.surveymonkey.com/r/mtl-cancel>.

The cancellation form must be completed by you at least 14 days before your next payment is due. You will not receive a refund for your most recent payment, even if you haven't used all your classes, or if you have not provided 14 days' notice.

5.3 Downgrading or upgrading membership

If you find that your circumstances change, and you want to change to a different membership plan, you can.

If switching to a lower price membership plan you will not receive a refund for your most recent payment, even if you haven't used all your classes.

You can upgrade to a higher price membership plan at any time without a set notice period.

If you choose to downgrade or upgrade, it will mean cancelling your existing membership agreement and starting a new one. This means all unused class credits will be void, and the minimum period of membership applies to the new membership before you can cancel or hold your membership. The option to upgrade or downgrade does not mean you can upgrade or downgrade for short periods of time.

5.4 Putting your membership on hold

If you are unable to attend classes for a period of 1 month or longer you can put your membership on hold by filling out our online hold request form available at <https://www.surveymonkey.com/r/mtl-hold>

When your membership is on hold, any classes unused from the previous payment period will be available when your hold is finished. No payments will be deducted during the period of your hold.

Hold conditions:

- Minimum hold period is one (1) month
- Maximum hold period is six (6) months
- There is a fee of \$10 to put your membership on hold
- You will receive an email before your membership is due to re-activate
- If you need to extend the hold, you will need to provide notice in writing seven (7) days before the membership is due to be re-activated

Please email info@movethroughlife.com.au to extend, or otherwise amend, a hold on your membership.

6 Bookings

You are able to book and cancel classes through the Zen Planner online booking system (<http://movethroughlife.zenplanner.com/>) or mobile app (available for download in the AppStore or Google Play).

You can ask MTL to book you in for a regular class for a full year by emailing us at info@movethroughlife.com.au.

If you need to cancel and reschedule a class, you can do this through our website, the online booking system, or mobile app.

You are able to make or cancel a booking up to one hour before the class is due to start.

Please note, If you cancel the class *at least an hour before* it starts, you'll be able to use the credit to attend any of our classes. You won't be able to do so if you don't cancel it.

7 Changes to Membership Terms & Conditions

You will be advised in writing (via email) if there are any variations to the membership terms and conditions, and given an explanation for why they are being changed.

It is your responsibility to ensure that you are aware of any changes made to the terms and condition of membership, this includes ensuring you have whitelisted info@movethroughlife.com.au to ensure any emails we send about membership variations are not sent to your spam or junk folder and arrive in your inbox.

Table 1: Details of each membership package

	Silver	Gold	Platinum	Diamond
4 weekly payment instalment	\$77	\$142	\$197	\$252
Number of classes issued every 4 weeks	4	8	12	Unlimited
Discount on other purchases (additional classes, merchandise)	10%	15%	15%	15%