



Jungle Studios Australia  
Orange, NSW  
North Richmond, NSW  
0415 658 265

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## Membership Terms & Conditions

**Please take to the time to thoroughly read our T&Cs at least once a month before continuing!  
Updates are made monthly.**

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### **1. Things to know at the start of your membership**

As a member, you can use our studio in line with these terms and conditions.

#### **1.1 Understanding our membership options:**

*Understanding our membership options: Access*

*Trial:*

Our Trial pass gives you access to the specified classes and practices listed for a set period from the date of purchase. You can come to a variety of the classes which can differ from week to week if you choose. The price is a one off payment as listed and is non refundable or transferable.



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Customers are only allowed to purchase or sign up for one Trial pass per individual. After the trial is finished, you can choose to continue your classes by purchasing one of our memberships.

### *Unlimited Weekly Subscription:*

Our Unlimited pass gives you variety and flexibility to enjoy our entire range of classes available on the schedule. You are not locked in to a "term period" for a certain class, day or time and can change your classes week to week or book the same class for an extended period of time. Our schedule will update, increase and change over time which offers you access to the new variety of classes without giving up your favourites.

Our Unlimited pass can be cancelled at any time without a cancellation fee. You will have access to book classes in advance for up to 2 weeks. All subscriptions have an open end date, meaning you will have continued access to your classes until you cancel or pause your membership (contact the studio to cancel or pause your membership).

### *Other Weekly Subscriptions:*

1. Casual (1 class / week)
2. Part Time (2 classes / week)
3. Full Time (5 classes / week)

Our above listed memberships give you the flexibility to enjoy our range of classes available on the schedule with a set limit per week. You are not locked in to a "term period" for a certain class, day or time and can change your classes week to week or book the same two classes for an extended period of time. Our schedule will update, increase and change over time which offers you access to a new variety of classes for you to try and switch between.

These memberships can be cancelled at any time without a cancellation fee. You will have access to classes up until the pay window finishes (7 days from payment date). All subscription memberships have an open end date, meaning you will have continued access to your classes until you cancel or pause your membership (contact the studio to cancel or pause your membership).

### *Casual Visit:*

Our Casual pass gives you variety and flexibility to enjoy one of the classes on our extensive schedule. The price is a one off payment at the advertised amount and is non refundable or transferable. An expiry date will be listed and start from the date of purchase.

### *Understanding our Membership Options: Commitment*

#### *Weekly Subscription Memberships:*

All subscription memberships have an open end date. You will be charged your prescribed weekly amount until your plan is cancelled (contact the studio to cancel or pause your membership). Memberships will not be refunded or transferred for any reason including cease of use. Cancellation responsibility falls on the customer and/or owner of the account.

Loyalty pricing will apply to your current plan, meaning if prices increase, your rate will remain the same unless you cancel or downgrade your membership. In that case, you forfeit your loyalty pricing.

If you choose to re-sign up, you will only have access to the current advertised rates.



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### *One Off Passes:*

All one off payment passes will give you access to our schedule of classes, based on the prescribed pass. Passes will not be refunded or transferred for any reason including cease of use.

### **1.2 How old do you have to be to join our sisterhood?**

#### *Meeting our sisterhood requirements*

Jungle Studio is currently a female only space and only runs group classes for women. Men are welcome to take part in private lessons and special events at the studio's discretion.

#### *Meeting our minimum age*

You must be 16 years or older to become a member of Jungle Studio.

If you are under 18, a parent or guardian must create a child account to register any and all under 18 students and agree to the terms and conditions of your membership agreement and agree to the waiver on your behalf.

You can then:

- take part in group foundation and skill level classes for pole / aerials
- take part in group floor based classes
- take part in supervised group practice classes

You can not:

- participate in any exotica / exotic choreography classes as content and music may be sexually explicit in nature.
- participate in unsupervised group practice classes.

### **1.3 When does your agreement start?**

#### *Signing your agreement*

You have an agreement with us when you have created your account and agreed to the Waiver and T&Cs and we have accepted it. If these terms and conditions or your agreement differ from anything you are told at the studio or over the phone, these terms and your agreement will apply. Unless written confirmation is received from a Jungle Studio employee.

#### *Understanding our rights*

If we do not enforce our agreement rights at any time, it does not mean we have waived those rights, no matter how long we wait.

### **1.4 Can you change your mind?**

#### *Cancellations*

You can cancel your subscription membership at any time by contacting the studio. You will have continued access for the length of time you have paid up to or you can forfeit your remaining credits.



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All memberships are non refundable under any circumstances. Cancellation of all prepaid memberships will result in a forfeit of remaining credits and the prepaid amount.

To cancel your membership, please see 3.1.

### 1.5 What about your health?

#### *Promising you are in good health*

On the day you sign your agreement and each time you use our studio, you promise us that:

- your body is in good physical condition
- you are not currently ill or contagious
- you know of no medical or other reason why you cannot or should not do active or passive exercise.

#### *Seeking expert advice*

Our staff and contractors are not medically trained. They are not qualified to assess if you are in good physical condition and can exercise without risking yours or others, health, safety or comfort.

If you have any doubts, we strongly urge you to seek expert advice before starting a fitness program with us.

### 1.6 What rules apply to our studio?

#### *Keeping your belongings safe*

We provide lockers you can use while exercising but these are not security lockers. Do not bring valuables into the studio or leave them unattended. If you do, it is at your own risk and the studio, staff and other members associated with the studio will not be held responsible for any damage or missing items.

#### *Unfortunately, thefts do happen*

We cannot accept responsibility for any loss or damage to your belongings while you are at the studio, even if someone removes them from your locker.

If you leave belongings in a locker overnight, we may remove them. We give lost property to charity each month, including unclaimed items from lockers.

#### *Wearing suitable clothes*

All members and guests must wear suitable clothes and footwear. We do not allow clothes with offensive images or inappropriate advertising.

#### *Aerials Clothing - Silks and Hammocks*

All members and guest students are required to wear full length leggings or full length stockings with shorts or leotard and a shirt with sleeves long enough to cover the armpits and torso. This is for safety against skin burn as well as hygiene and material durability.

#### *Aerials Clothing - Hoops*



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All members and guest students are required to wear 3/4 or full length leggings or full length stockings with shorts or leotard and a shirt long enough to cover their torso. This is for safety against skin burn and abrasion as well as hygiene and tape durability.

### *Pole Clothing - Foundation & Skills Classes*

All members and guest students are required to wear shorts or short leggings depending on their skill level. For beginners, up to 3 inches above the knee will be required to adequately perform moves. For levels above this, bike shorts or shorter depending on your level. Any comfortable shirt and/or sports crop is suitable.

This is for safety so your skin can grip to the pole and assist you to hold your moves.

### *Pole Clothing - Choreography*

All members and guest students can wear the same as the above mentioned clothing in addition to full length leggings and pole high heels. Any items of clothing are suitable for choreography classes, as long as the majority of your breasts are covered and your pole shorts adequately cover your genitals.

### **No No List**

The following items and clothing are **NOT ALLOWED** on any equipment (no exceptions):

1. **NO** zippers, studs or other metal or sharp items on clothing
2. **NO** jewellery, especially on wrists, ankles, toes, fingers or around the neck. Earrings, belly, nipple and dermal piercings are allowed as long as they do not have any sharp edges or are taped to prevent catching on fabrics or scratching poles and hoops. If you wear any jewellery that an instructor deems unsafe for the above reasons, you will be asked to remove them or tape them before continuing with your class.
3. **NO** shoes are to be worn within any studio room (except waiting rooms), especially on crash mats or tumbling mats (Pole Heels are an exception to the rule for choreography classes or if otherwise advised by an instructor, but are still not allowed on crash mats or tumbling mats).
4. **NO** G-Strings or Pasties allowed to be worn as your 'dance wear' at the studio (unless otherwise stated for special events only). Breasts and genitals to be sufficiently covered within the studio and during class (as we have underage students at the studio). Please note: Exposure for breast feeding purposes is an exception to this policy however cannot be done within the studio (class) rooms. All common areas and studio rooms are open to all ages (16yrs and over) and should be treated as an all ages environment.
5. **NO** long or sharp fingernails or fake nails allowed on any fabrics. They cause snags in the fabric, resulting in holes. Once a fabric has a hole, even a little one, it is no longer safe to use and must be retired.

If you participate in a class and violate any of the above regulations, you will be asked to rectify the violation or sit out the class. If you violate any of the above regulations and it results in damage to any studio equipment, you will be responsible for the costs to replace the equipment damaged.

### *Refusal of Participation*

If you are in breach of the dress code, and your clothing is deemed to potentially cause damage to our equipment or you are in breach of our All Ages Environment dress code, our staff can refuse your participation within the class until the dress code is met or ask you to leave the premises.

### *Respecting others*

Be respectful and do not behave inappropriately towards other members, guests, our staff and outside providers. Examples of inappropriate behaviour include:



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- verbal or physical intimidation;
- harassment;
- discrimination on the basis of race, sex, age or any disability another person may have

We do not tolerate disrespectful behaviour and will escort any offenders from the premises or call the police if the situation is deemed unsafe to do so.

### *Parking*

You park in the studio's car park at your own risk. We are not liable for any loss or damage to your vehicle or its contents.

Please be respectful of neighbouring businesses and keep to the set time limits for parking. If there is no studio parking available, there are other large car parks available nearby where you can park (at your own risk) while attending your classes.

### **1.7 Can I cancel bookings?**

#### *Weekly Classes*

A minimum of 4 hours' notice is required to cancel a class. Your credit is refunded to be used to book another class within your payment window. If you need to cancel later than this deadline, please contact us via our Facebook Page before the start time of your class. Your credit will be refunded if you provide 1 hours notice or more. Under 1 hour will result in a forfeit of your credit. Any 'No Shows' will be subject to our No Show penalty system.

#### *Workshops*

A minimum of 24 hours' notice is required to cancel a Workshop. Workshop fees are non refundable but can be transferred to another Workshop, subject to availability. If cancelled within 24 hours, your fee will be forfeited and is non transferable.

#### *Private Lessons or Hire*

A minimum of 24 hours' notice is required to cancel a Private Lesson or Private Hire. If cancelled (or 'no show') within 24 hours' of the organised private lesson or hire, the credit is forfeited. If cancelled with the required notice, the credit can be transferred to another time, subject to availability. There are no refunds.

#### *Trial Pass*

A minimum of 4 hours' notice is required to cancel any class you book into under this special. Your credit is refunded to be used to book another class within your payment window. If you need to cancel later than this deadline, please contact us via our Facebook Page before the start time of your class. Your credit will be refunded if you provide 1 hours notice or more. Under 1 hours notice will result in a forfeit of your credit. Any 'No Shows' will be subject to our No Show penalty system. Trials are non-refundable and limited to one per person. They start from the purchase date, not the first booking. There is an expiry date on all trial credits. See credit pack to check your expiry.

## **2. Things to know during your membership**

### **2.1 When do you pay membership fees?**



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### *Paying for ongoing memberships*

You pay for ongoing memberships in advance each week, by direct debit or credit card.

### *Paying upfront*

You can pay upfront for some memberships. For a Prepaid membership, you will pay on the day you buy it.

### *Renewing your upfront membership*

When your membership is due to end, you can choose to renew it before that date at your existing rate, otherwise your membership fee will be set at the current advertised rate. By renewing your membership, you agree to the membership terms that apply at that time.

## **2.2 How do subscriptions work?**

### *Paying every week*

We will debit from your nominated bank account or credit card every week on the day you have signed up for the membership.

There are no additional surcharges for using a credit card.

Please note that:

- debit dates will vary for all members depending on the day you signed up and the day you bank releases the payment.
- if one falls on a public holiday, we will debit your account on the next business day
- debits might take up to 5 days to come out of your account.

See also 5.2 for our privacy statement and acknowledgment.

### *Meeting your responsibilities*

You must make sure:

- your account has the agreed upon amount available on the day your payment is due and the next 5 days
- you tell us if you are transferring or closing your account, at least 48 hours before your next payment is due
- you tell us about any changes to your credit card, such as its expiry date or number, at least 48 hours before your next payment is due

Contact us if you wish to change your payment type or cancel your membership

### *Querying a payment*

If you query a payment, we will do our best to respond within 7 days. If you are not happy with our response, you may contact your financial institution. It will handle your query in line with its own policy.

## **2.3 What happens if your payment is late or fails?**

### *Losing your studio access*

If you do not fully pay your fees on the due date, we will suspend your studio access until your payments are up to date and you have given us your account details.



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### *Paying your outstanding debts*

We will continue to debit your nominated account without notice, until we have received the total amount you owe. We will make a reasonable effort to let you know beforehand by:

- phoning you or speaking to you at the studio
- emailing the address associated with your account

For membership/s in your name, you must make sure that the payment method you choose continues for the length of your agreement. This includes third-party accounts. You should update your details and are obligated to complete your minimum term.

### **2.4 Can we change your agreement?**

#### *Staying up to date with our terms*

We may sometimes add to, change or remove our terms and conditions. This includes changing our studio's opening and closing hours, its services and facilities and membership fees. We do not reduce your membership fees because the studio is closed for renovations or for a public holiday.

The most up-to-date terms and conditions always apply. Each time you book into your classes, our most current terms and conditions will appear for approval. It is your responsibility to ensure you have read our terms and conditions prior to booking your classes.

#### *Being notified about changes*

We will give you at least 7 days notice of any changes, for instance by:

- publishing them in our newsletter or on our website
- placing a notice in the studio
- writing to the email address you last gave us



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### 2.5 How can you protect your health?

#### *Telling us about your health risks*

If you believe any studio activities might risk your health, you must tell us this in writing with full details. You must also tell us if your medical condition changes after you join.

We may choose to refuse your membership agreement until:

- your doctor agrees in writing that you are fit to exercise
- you show us proof that you have received medical advice on an appropriate fitness program.

#### *Managing infections and illnesses*

You must not attend classes if:

- you have an infection, contagious illness or physical ailment, such as an open cut or sore
- there is any other risk, however small, to other members and guests.

#### *Respecting our equipment*

You are responsible for using our studio and equipment correctly and with respect, including hygienically wiping down after use and returning equipment to its designated spot.

If you are not sure how to operate any equipment or unsure of the appropriate clothing to wear, please ask our staff before you use it. Note that you will be responsible for any damage that you or your guests cause through a wilful act or negligence.

As a courtesy to other members and to reduce the spread of infections and illnesses, please:

- use a clean towel when you use equipment, including exercise mats
- Use hygienic wipes to clean all equipment used and put equipment away after use
- keep phone calls to an absolute minimum or take them in the waiting area

*Note also that you may use a camera in our studio but you must not record others without their written permission first.*

#### *Taking care in wet areas*

The studio has a shower you may use. However, note that these areas are unsupervised and you use them at your own risk. You must follow all signs.

### 2.6 How can you give us feedback?

#### *We welcome your feedback*

Your feedback is important in helping us to provide a great service. If you have any comments or questions or complaints about our studio, staff, website or services, please contact us via one of the methods listed below.

Our studio staff are always happy to help. Ask your instructor, call us on **0415 658 265** or email us at **info@junglestudio.com.au** to speak to our studio manager. Anonymous comment cards are also available in the waiting area, simply drop this into the suggestion box at the studio and leave the rest to us. We will be in contact with you shortly if your feedback requires follow up and try our best to resolve any conflict or concern.



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### 2.7 Email and Phone communications

By signing up online or via our app, you agree to receive email and text communications from Jungle Studio.

### 2.8 Promising you are in good health

By signing up online or via our App, you promise that:

- you are in good physical condition
- you know of no medical or other reason why you cannot or should not do active or passive exercise.

## 3. Things to know at the end of your membership

### 3.1 How can you cancel your membership?

#### *Cancelling your membership*

You can cancel your membership by messaging the studio Facebook page, phoning us on **0415 658 265** or emailing us at **info@junglestudio.com.au**.

There are no fees for cancelling your membership. Once you cancel your membership, you forfeit your loyalty pricing. If you wish to resume your membership, you will sign up to the current advertised price.

#### *Confirming your request*

When you do this, please always:

- confirm your email address so we can confirm your request in writing
- keep a copy of your request

## 4. Definitions

### 4.1 What definitions apply?

Jungle Studio, Studio, The Studio, We, Us, Our:  
SR Project Management Pty Ltd T/A Jungle Studio

You, Your, He, She, Him, Her, They:  
A member of Jungle Studio

Agreement, Membership Application, Glofox Fitness App

This is between SR Project Management Pty Ltd T/A Jungle Studio and you, under which you will become a member of Jungle Studio.

Personalised Glofox Fitness App is the portal in which you create your account and purchase your membership.



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## Membership Terms & Conditions

### Code, Rules, Law of the Jungle

This is the rules, code and regulations for operating equipment, opening hours and behaviour in the studio, specified in these terms and conditions, and in studio signs and handouts

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