



kindness | gratitude | community

DeeVine Studio Membership Payment Policy

It is agreed that upon signing up for a membership at the PaySmart Onlink link, that all terms below, have been accepted. No further discussion will be entered into and all conditions are agreeable with the client.

BOOKING AND ARRIVING FOR YOUR CLASS

From April 2015 no classes require formal bookings. Some workshops require bookings, however terms will be very clearly communicated on all workshops information flyers. Yoga classes are open to the public, and all are welcome to arrive for a class without prior notice. In the case of a non-member attending, there is a casual fee of \$15 per class. Please arrive on time for a prompt start. It is recommended that attendees arrive 5-15 minutes early for each class, to allow for time to create a safe and calm space for their practice.

New students are encouraged to arrive a 15 minutes early for the first class to allow time to fill in a medical and enrolment form and discuss any prior experience and/or health conditions or special requirements.

DeeVine Studio reserves the right to refuse entry and to ask a student to leave at any time if safety is a concern or the student has arrived at class unwell, or under the influence of alcohol or illegal substances.

FEE STRUCTURE:

Casual visits \$15 per class

Membership \$15 per week for unlimited access to all yoga classes provided by DeeVine Studio.

Workshops or courses require additional payment.

Membership payments are made by direct debit via PaySmart link at www.deevinestudio.com.au

MEMBERSHIP PAYMENT PROCEDURE

All classes are taught on a weekly basis, with a minimum of 3 classes per week available to all clients. If a class/week/month/year of classes are missed (due to illness, holidays etc) it is not the responsibility of DeeVine Studio to refund or backpay any membership fees. If a client has not cancelled their membership, the fees continue until the client notifies DeeVine Studio that they wish to cancel the account. If classes are missed, the membership payment is still automatically paid, as the service of yoga classes are still available to the client.

If the yoga teacher is unavailable for any reason, a replacement teacher will teach the class. There may be occasional situation where a replacement teacher is not able to be organised, in which case that particular class will be cancelled. This would be very rare, and usually only in a last-minute, short-notice emergency situation. All measure to contact clients (in the case of class cancellation) will be taken, if possible. If a client has not entered their phone number onto the PaySmart membership link, they will not receive a text message alerting them of a cancelled class.

In the case that the weather is over 38 degrees Celsius, according to the weather forecast for Adelaide, as at 8pm the evening prior to the class, the class will be cancelled. Please see our Hot Weather Policy for further information regarding this matter.

In the case that DeeVine Studio cancels classes for one week or longer, each client's membership will be placed on suspension for the period that the classes are not available.

Each client is eligible for one suspension period when going away on holidays or there is a period of time when the client is unable to attend. The suspension period is a minimum of 3 weeks, and up to 8 weeks, but the notice of suspension must be submitted in writing to deevine@chariot.com.au with a minimum of 7 days notice so that PaySmart can be notified and the suspension implemented. Suspensions will not be activated without prior notice and suspensions cannot be back dated under any circumstances. One week or one fortnight of missed classes does not require suspension and will be treated as a usual membership payment, regardless if the client has attended classes or not that week. Non attendance still requires membership payment, as the yoga classes are still available. If the member chooses not to attend, for any reason whatsoever, DeeVine Studio is not liable for refunding any fees. Please be diligent and let the teacher know when you will be going away, by text or by emailing deevine@chariot.com.au so your payments can be held, and resume when you return. Suspensions are limited to 8 weeks except in extreme situations, which have been discussed on a case by case scenario, in confidence with the owner of DeeVine Studio. Any such discussions will be documented in writing and both parties notified of an extended suspension. If the suspension has continued for 8 weeks, automatic payments will recommence as per usual. The client is fully responsible of notifying DeeVine Studio at the end of the 8 week period of his/her intention. If DeeVine Studio is not notified at the end of the 8 week suspension, payments will be automatically reinstated. The two options for a client, at the end of an 8 week suspension, are to either 1) resume payments – this will happen automatically unless client notifies otherwise, or 2) notify DeeVine Studio in writing that you wish to cancel your payments. It must be noted that if you do not wish to cancel, the payments WILL recommence after 8 weeks without further notification.

Please note that from time to time, yoga class schedules will change. This may happen at short notice. There will always be a minimum of 3 yoga classes available per week. All changes will be noted on the DeeVine Studio website and all efforts will be made to notify members via phone, social media – facebook and Instagram, of any changes. There may be the occasional situation where the client is unable to be notified of a class cancellation. There will be no further discussion or request to refund membership in such case. Class cancellation would be a very infrequent event, and has only happened in the case of a medical emergency or unforeseen circumstance.

If a client wishes to cancel a DeeVine Yoga Membership, the notification must be made in writing (text or email will suffice if the client is unable to hand-deliver or post a letter of notification). The client (member) will enter a 4 week cancellation notification period. This means the client (member) continues to pay for 4 further weeks (during this time, the member is welcome to attend), then all direct debits will cease. If no written notification is made to cancel the account, the membership will continue until further notice.

If further clarity is needed on any of the above, please contact the teacher directly by email, phone, text or via the contact page at www.deevinestudio.com.au.

OTHER TERMS AND CONDITIONS:

Upon signing up for a DeeVine Yoga Studio Membership online, via PaySmart, it is considered that all terms and conditions at the link, and on this policy, have been agreed to. Members, their associates and their families agree that no liability will be taken by DeeVine Studio, for any injury sustained during the yoga classes, nor during the travel to and from classes or injury sustained when on the premise. No liability will be taken by DeeVine Studio by any illness or injury sustained in any venue, whether indoor or outdoor, by any member or casual visitor. It is agreed upon signing in for classes, and even on attending any yoga class held by DeeVine Studio, that safety is one's own responsibility and that it is the client will take his/her own responsibility to arrive at the class at the appropriate time, to take all measure to care for their bodies in an appropriate manner and to take all safety precautions specific to ones own self. It is understood upon arrival at class, that DeeVine Studio will not take any responsibility for any injury or illness sustained as an outcome of client not adequately warming up their body nor for overexerting themselves, or undertaking exercises that are more advanced that they are prepared for.

All direct debit membership accounts are for a minimum of 4 weeks, are non-refundable, non-transferable and cannot be shared. Exceptions will only be considered in extreme circumstances or if medical certificate is provided.

If a direct debit account is suspended until further notice, the payments will resume again after 8 weeks on suspension, unless notified (as mentioned above) that the account is to be cancelled. If no notification is made regarding cancellation, then the payments will automatically resume after 8 weeks on suspension. It is the responsibility of the client/student to notify DeeVine Studio regarding any changes in suspension, cancellation or resuming payments. DeeVine Studio will take no responsibility for any account that remains active, without written notification of intent to cancel.

More detail on exit fees: if a student chooses to cancel their Membership, there is a four week notification period. This means that the student is to give four weeks notice of cancellation and will continue to pay for a further four weeks of payments from the date that the member (or guardian) cancelled in writing. There is an additional exit fee of \$25 regardless of the number of lessons completed. There are no exceptions to this term, unless there are extreme medical or in the case of an emergency situation. It is the members responsibility to keep a vigilant eye on the membership payments and to notify DeeVine Studio immediately of any payments that do not adhere to the policies listed above. No responsibility or liability will be taken by DeeVine Studio for any backpayment, reimbursement or refunding of DeeVine Studio membership fees in the case of a membership that has not been utilised – ie if a member chooses not to attend classes, the membership is still payable.

After written consent from both parent and student, photos may be taken from time to time for promotional purposes, and may be used on the DeeVine Melody Piano School's website or facebook page or in other marketing material. Signing the enrolment form releases DeeVine Melody Piano School and it's employees from any claim arising out of photo or multimedia appearances. Withdrawal of permission for photos at a later date will not affect photos already being used.

DeeVine Studio is not responsible for the safe keeping of your belongings.