



Membership Terms & Conditions

Flex and Flow Studio Ltd

(Company No: SC769626)

1. Agreement

1.1 The membership agreement is between the purchaser of the membership and Flex and Flow Studio Ltd., registered under company number SC769626.

2. Membership Types

2.1 We offer the memberships detailed in Table 1.

Membership Name	Monthly Studio Session Allowance	Extra Benefits
F&F Ultimate	Unlimited sessions	<ul style="list-style-type: none">• Access to our online class portal• Monthly nutrition pack• Monthly check-in e-mail ^[1]• 10% of F&F retail products• 10% of NK Physiotherapy & Sports Massage ^[2]• Discounted F&F reformer classes
F&F Eight	8 sessions	<ul style="list-style-type: none">• Monthly nutrition pack• Monthly check-in e-mail ^[1]• 10% of F&F retail products• Discounted F&F reformer classes
F&F Super Saver	4 sessions	<ul style="list-style-type: none">• Monthly nutrition pack• Monthly check-in e-mail ^[1]• 10% of F&F retail products• Discounted F&F reformer classes
<p>Notes:</p> <p>[1] The information collected by this check-in form may be disclosed with other members of the Flex & Flow team to best support your development.</p> <p>[2] This benefit is only valid at NK Physiotherapy & Sports Massage and cannot be transferred to any other company. NK Physiotherapy & Sports Massage is separate company from Flex and Flow Studio Ltd.</p>		

Table 1 – Membership types

2.2 Membership fees are dependent on date of purchase, type of membership, commitment period and any other promotions. The membership fee at the time of purchase is locked-in for the commitment period.

3. Membership Durations and Payments

3.1 We offer different membership commitment periods. The agreed commitment period will correspond with the membership you have purchased. Membership periods are typically 6 months or 12 months.

3.2 Unless you have selected a pre-paid option, membership payments are collected monthly. All membership payments are in advance, and your membership will start from the date selected during sign-up.

3.3 You are responsible for ensuring payment details are kept current via the online membership portal. You will be notified in the event of an unsuccessful payment collection. Failure to provide a suitable method of payment within 7 days of your missed payment date may result in your membership being terminated.

4. Class Bookings & Cancellations

4.1 Attendance to a class must be confirmed in advance by booking online. Walk-ins may not be accommodated. We reserve the right to cancel a class at short notice if there are no bookings.

4.2 If you can no longer attend a class you should aim to update your booking at least 12 hours before the class start time. Continued non-compliance will lead to further discussions to understand the underlying reasons and may result in the termination of your membership.

5. Rights to Cancel

5.1 You have the right to cancel your membership during the 14-day cooling-off period. Your cooling-off period will commence from selected membership start date. If you have attended any classes during the cooling-off period, these will be charged at our Pay as You Go Rates (which are available on our website and subject to change).

5.2 Once the membership commitment period ends, your membership will automatically convert to a monthly rolling membership. The monthly rolling membership will retain the same class allowances and benefits of your original membership. The cost of the monthly rolling memberships may be higher than the original membership rate. If there is a price increase, you will be notified at least one month in advance.

5.3 If you wish to cancel your membership after the commitment period, you shall do so by emailing flexandflowstudio@outlook.com at least one month before the commitment period end date. Failure to do so may result in you transitioning to the monthly rolling membership.

6. Progress Updates

6.1 As part of the membership agreement, you agree to receive monthly emails requesting information about your progress. This information is used internally only for improving services and tailoring your offerings to better align with your development.

7. Code of Conduct

7.1 You are expected to behave in a manner that promotes a positive and respectful environment within the Flex and Flow Studio premises. Any disruptive or inappropriate behaviour to the teachers or any other class participant may result in the termination of your membership.

8. Health and Safety

8.1 You are responsible for ensuring you are physically and mentally fit to participate in the classes you have booked. If you are in doubt, it is advised to consult with a healthcare professional before beginning any exercise program.

9. Valuables and Belongings

9.1 Where possible, you should avoid bringing unnecessary valuables or belongings. Anything stored in our complimentary lockers is done so at your own risk. We cannot accept liability for theft or for loss or damage to your property.

10. Studio Policies

10.1 Members are required to familiarise themselves with and adhere to all studio policies, including but not limited to, class schedules, cancellations, and studio rules. These are all displayed when you book your class online.

11. Changes to Terms and Conditions

11.1 Flex and Flow Studio Ltd. reserves the right to update or modify these terms and conditions.

11.2 We may, without notice to you, make reasonable changes to these terms and conditions if the changes are for the benefit of the majority of our members.

11.3 When we make changes that may affect you, we will give you notice of the changes we plan to make. Continued use of the membership confirms acceptance of the updated terms.

11.4 By purchasing a membership with Flex and Flow Studio Ltd., you acknowledge that you have read, understood, and agreed to abide by these terms and conditions.