

****Ignite Pilates Global****

****Terms and Conditions of Service & Privacy Policy (Australia)****

****Terms and Conditions of Service****

****Ignite Pilates Global**** ("we", "us", or "our") provides online Clinical Pilates programs, downloadable content, and in-person Pilates services in Brisbane, QLD (collectively referred to as "Services"). By enrolling or participating in our Services, you ("client" or "you") agree to the terms outlined below.

1. ****Compliance with Laws****

We comply with Australian Consumer Law and industry best practices in both online and in-person service delivery.

2. ****Service Modifications****

We may update our Services, pricing, or operating hours at any time. Notice of changes will be made via email, website updates, or direct contact.

3. ****Client Conduct****

Clients must adhere to safety and behavioral guidelines as provided during enrolment or displayed in our studio.

4. ****Use of Equipment (In-Person Only)****

If attending a physical session, please follow proper equipment use procedures. Consult a staff member if unsure.

5. ****Entire Agreement****

This document outlines all terms of our service. No verbal agreements alter these terms.

6. ****Client Responsibility****

You must update us with changes to your personal, payment, or health information relevant to your participation.

7. ****Service Access****

Online services are provided upon confirmation of payment. We reserve the right to suspend access for non-compliance or unpaid fees.

8. ****Marketing Communications****

You agree to receive promotional emails or SMS unless you opt out. Essential service updates may still be sent.

9. ****Cooling-Off Period****

A 7-day cooling-off period applies to long-term agreements. A written cancellation must be submitted. Fees for services provided and an admin charge may apply.

10. ****Minimum Age****

Clients must be 16+ unless accompanied by a guardian. All clients under 18 must submit a guardian-completed screening form.

11. ****Cancellation and Direct Debit****

Clients may cancel a direct debit with 4 weeks' written notice. Unpaid fees may result in suspension or referral to a debt collection agency.

****Remote (Online) Sessions****

12. ****Participation Environment****

Ensure your space is safe and free from hazards. You participate at your own risk.

13. ****Recordings****

Sessions may be recorded for quality and legal reasons but will not be used for promotional purposes without your consent.

****Risk & Liability****

14. ****Assumption of Risk****

Participation involves physical activity and carries inherent risk. By joining, you accept full responsibility for any resulting injury or loss.

15. ****Limitation of Liability****

We are not liable for personal injuries, property damage, or data loss unless caused by our gross negligence.

****Payment Terms****

16. ****Fees and Payment****

Payments may be made via credit card or bank transfer. You are responsible for keeping payment details current.

17. ****Late Payments****

We may charge admin fees for failed or delayed payments. Ongoing non-payment may result in service suspension.

18. ****Direct Debit Specifics****

Direct debits occur every 28 days. Cancellation requires 4 weeks' notice and is followed by one final payment cycle.

****Rules and Conduct****

19. ****Behavior and Respect****

Unacceptable behavior may result in warnings or termination of services.

20. ****Damage, Dress Code, and Equipment****

You are responsible for any property damage. Please return equipment after use and follow the dress code (comfortable, flexible attire).

****Health and Medical****

21. ****Pregnancy and Health Changes****

Notify us of changes to your physical condition so we can modify your program accordingly.

22. ****Medical Disclaimer****

Pilates sessions are not a substitute for professional medical advice. Always consult a doctor if unsure.

****Privacy Policy – Annexure A (Australia Only)****

This policy outlines how we handle personal information for Australian clients under the Privacy Act 1988 (Cth).

1. ****Information We Collect****

Personal details, contact information, payment details, health info, and usage data.

2. ****How We Collect It****

Via enrolment, communications, cookies, and participation in sessions.

3. ****Use and Disclosure****

Only for purposes related to service delivery, marketing (with opt-out), and legal obligations.

4. ****Third Parties and Overseas Storage****

We take reasonable steps to ensure third-party service providers uphold privacy standards. Some data may be stored overseas.

5. ****Access, Corrections & Deletion****

You may request to access, update, or delete your information at any time in writing.

6. ****Security and Breaches****

We use encryption and industry-standard protections. Any breach will be investigated and reported as required.

7. ****Complaints****

Submit any privacy-related complaints to our Data Protection Officer at [insert your email].

****Guarantees****

****Money-Back Guarantee****

If you meet all agreed commitments and don't achieve your agreed-upon result, we will offer a full refund (minus fees).

****Results-Based Guarantee****

If you meet all program commitments and do not reach your goal in the agreed timeframe, we will continue working with you at no extra cost until you do.
