



Welcome to Aktibo Studio!

AKTIBO Terms and Conditions of Membership

DIRECT DEBIT / PAYMENT OF FEES / MEMBERSHIP

- (a) You agree that GoPayment will debit your nominated account weekly or monthly the amount attached to your membership. Payments are made in advance and not refunded for non-use.
- (b) Any missed payments that may attract a failure fee will be charged to your account. If your accounts become greater than 21 days overdue a collection service will be used to recover outstanding amounts.
- (c) Payment for your membership/session is to be made in advance on the PTminder App
- (d) Memberships may NOT transfer to a new member
- (e) 7 days notice must be given for intentions to cancel the membership before a new month starts or I agree and acknowledge to pay until the end of the month (no refund will be given for forgetting to cancel).
- (f) AKTIBO studio reserves the right to increase membership fees charged. AKTIBO studio reserves the right increases membership fees within a minimum term agreement with 30 days notice of intention. You authorise GoCardless to increase any direct debit to your account.

STUDIO USE

- (a) The Studio is open for Private Session bookings between 5:00am - 8:00pm Monday to Sunday throughout the year. After hours is classified as time where there are no support staff/trainers on hand for safety. During these hours outlined below, we recommend attending your sessions with a Training partner (also a member)

Hours (staffed): 7:00am - 6:00pm Monday to Friday

Out of Hours (not staffed): 5:00am - 7:00am Monday to Friday

6:00pm - 8:00pm Monday to Friday

Saturday and Sunday

Public Holidays

Christmas Shutdown period (will be posted in Studio 1 month prior to Christmas)

Attending out of hours WITHOUT a partner is strongly discouraged for safety reasons. Out of hours, for any equipment or access issues, you can phone the emergency AKTIBO mobile phone to speak with a staff member for assistance.

- (b) Your time in the studio floor is limited to 45 minutes (you are able to shower after your 45 minute session but be aware that another booking may be in the studio so please have vacated the studio floor after your 45 minute slot)



- (c) You are able to attend your session with ONE other Aktibo member to have a workout together (partner or individual members)
- (d) For two members coming together, only ONE booking is required
- (e) Clean equipment using cleaning station spray after each use
- (f) Please use the fan button whilst having your shower
- (g) Please do not throw balls against the wall. Use rebounder nets provided.
- (h) You are able to access the bluetooth speaker to listen to your own music/podcast but please keep volume reasonable during work hours (be mindful of neighbouring businesses). If too loud, the AKTIBO studio staff reserve the right to turn down your music at any time.
- (i) Leave the studio clean and tidy as you found it. Failure to do so may result loss of membership rights and no refund for monies paid in advance.
- (j) Any damage to property or equipment will be charged to your account
- (k) Bring your own towel and water bottle. Water can be re-filled in the kitchenette
- (l) Do not use AKTIBO facilities if you are suffering from any infections, contagious illness, disease or physical condition such as open cuts, sores or infections that could cause harm to other members or staff
- (m) Always wear covered shoes but not gumboots, work boots or slippers

CHILDREN ATTENDING WITH A MEMBER

- (a) For safety, NO children on the equipment at ANY TIME! ALL studio equipment is ADULT ONLY. (including ball/hoop etc)
- (b) Babies, toddlers and pre-schoolers are welcome to attend with you
- (c) Mobile toddlers/children must remain in the gated play area at all times
- (d) Babies that are stationary are welcome to be kept in a capsule/pram/bouncer or bumby as appropriate near you a safe distance from equipment
- (d) School aged children are NOT permitted in AKTIBO studio at any time

ACCESS

- (a) Studio hours are 5:00am - 8:00pm Monday to Sunday
- (b) You MUST book studio sessions via the PTminder App to attend the studio
- (c) Do NOT under any circumstance give any non-member access to the studio (or immediate cancellation of your membership will occur and any fees paid in advance will be forfeited)
- (d) Your membership can be cancelled with one weeks notice before the end of your current membership (but please be aware that advance payment for the remainder of your current membership will not be refunded)
- (e) If you cancel your membership, you MUST return your key fob immediately. Lost or broken key fob's will be charged to your account at \$30 each.



(f) Pick up of your access fob can be done once you have paid for first month's membership. Pick up at Parents Health Haven admin (next to AKTIBO studio) between 9am-2pm Monday - Friday or contact us to arrange after admin hours pick up

COVID-19 LOCKDOWN

(a) Under Alert Level 3 and 4, you will not be able to access AKTIBO studio due to Ministry of Health guidelines we will have to be closed. If this occurs, you will NOT be refunded membership fees but will be granted an extension on your current membership in line with the number of days that the lockdown has continued.

(b) Your health and safety is of utmost important to us. Under Alert Level 2, we ask that you maintain 2 metres distance with anyone else that is in the AKTIBO studio and remember to use the cleaning station. As we have a limited number of people using the AKTIBO studio, use of our studio during Alert Level 2 is already in keeping with Ministry of Health guidelines for COVID-19.

(c) We encourage you to use the covid-tracer sign in app and hand sanitiser on entry

(d) Clean equipment using the cleaning station after use

SECURITY

(a) I acknowledge that for security and accept for safety AKTIBO studio can use security video surveillance systems to monitor the facility 24 hours a day. Video systems a limited to studio floor only.

(b) No doors with STAFF ONLY access will be opened after staffed hours. This could result in cancellation of your membership without refund of fees paid in advance.

(c) I will NOT change door settings at all leaving the studio vulnerable and unlocked.

AKTIBO RIGHTS TO CANCEL

(a) AKTIBO has the right to terminate any agreement without delay if a breach of these terms has been made. • Failure to pay membership fees when due • Failing to follow house rules/terms & conditions of membership • Intentional damage • Allow access to non-members • Deemed serious misconduct. • Open door after hours.

PERSONAL PROPERTY

(a) I acknowledge that while in the facility I am responsible for my own belongings. AKTIBO studio is only responsible for the minimum requirements by law.

BUSINESS INTERRUPTION OR RELOCATION

(a) From time-to-time AKTIBO staff may need to preform maintenance, repair or relocation. We may need to restrict access to all members for no more than 10 hours in one 24hour period with 5 working days' notice. In the event of urgent matters management will give as much notice as is practicable but if safety is compromised, may have no alternative but to close to ensure the issue is sorted.

TERMS CAN CHANGE



(a) AKTIBO studio amend change these any time with AKTIBO may require new rules during the course

reserves the right to terms and conditions at reasonable notice. you to follow additional

of your membership.

PRIVACY POLICY

(a) AKTIBO Studio's collection and use of personal information will be secured and private. I acknowledge that AKTIBO may provide GoCardless, insurer with any necessary information when required.

AGE REQUIREMENT

(a) I confirm that I am over 18 years of age and meet the criteria for membership

IMDEMNITY

(a) I acknowledge that the use of AKTIBO during staffed and after hours may pose a risk of injury or harm. I confirm that while in the facility I will use the equipment and services at my own risk and that I release and indemnify AKTIBO staff, servants and agents against any and all claims relating to any injury, loss or serious harm caused to me or my property.

MEMBERSHIP 'ON HOLD' POLICY

As we are a 'boutique' limited membership studio, putting your membership on hold can only be done for a limited time period and the appropriate notice **MUST** be given (as outlined below)

(a) Memberships can be put on hold for a maximum of **TWO WEEKS** at a time, a **MAXIMUM** of **TWICE** per 12-month period

(b) You must give **TWO WEEKS NOTICE** in **WRITING** by emailing aktibo@healthhaven.co.nz with your 'Hold' start and finish date (if shorter than two weeks)

(c) You will receive confirmation reply via email that your 'hold' has been approved

(d) You do **NOT** need to make any changes to your fee payments as we will extend your membership for that month for up to two weeks (depending on your hold period)

(e) Should you wish to put your membership on hold for longer than two weeks and cease paying your monthly fees altogether, you will lose your membership spot and have to be put on a waitlist until a membership spot becomes available if you should wish to return

(f) AKTIBO has the right to decline putting your membership on hold if you have had the maximum period of **TWO WEEKS**, twice in a 12-month period or if you have outstanding fees due

NB Failure to adhere to AKTIBO Terms and Conditions can result in loss of membership rights with no refund of membership fees paid in advance.



The Studio is checked by the Aktibo/Parents you find cleanliness to notify Administration Friday 8am-2.30pm or email aktibo@healthhaven.co.nz for assistance.

and cleaned twice daily Health Haven Staff. If be lacking, please next door Monday -

Enjoy being active at AKTIBO!!