



Trading Policies (updated 29/09/2020)

Fees:

- Payments for our monthly and annual membership packages are due on the 1st of each month. If a package commences part way through the month, then a prorata invoice will be issued (this is to be paid within 3 days of booking and then reoccurring monthly or annual payments are due on the first of the month).

Booking and Cancellation Policy:

- Active Attitude reserves the right to cancel a class/programme if numbers in the class/programme consist of 5 or less participants. If we ever cancel a class/programme due to low numbers or unforeseen circumstances, the member will get an opportunity to transfer into another class/programme. In the unlikely event a suitable class does not exist, membership can be frozen or cancelled by mutual agreement.
- If you want to cancel your monthly membership package then a minimum of 1 months' notice is required (for example if you are wishing to finish on the 1st March, then notice should be given on the 1st February or earlier). Otherwise your booking will automatically roll over the next month unless you have provided us with 1 months' notice to cancel.
- If you want to cancel your annual membership, then a minimum of 1 months' notice is required before your membership renews. Otherwise your booking will automatically roll over to the next year unless you have provided us with 1 months' notice to cancel.
- E-mail address for cancellation: admin@activeattitude.co.nz

Programming of Lessons:

- All monthly and annual package lessons and open gyms continue through the school holidays. We do however close on public holidays and our annual close down period of the 24th December – 4th January.
- Minimum ratios per class apply. Should class numbers fall below minimum ratios the class/programme may need to be rescheduled.

Transferring Classes:

- Requests to transfer between classes is at the discretion of Active Attitude, provided there is sufficient space. There is no charge for changing between classes, unless the class/programme the member is being transferred into is of greater value than the original booking – in this case the difference will be charged to the member.

Private Lessons:

- Private lessons are often in high demand and therefore may be limited.
- For more information regarding private lessons, please ask at reception.
- Payment for private lessons is due 3 days after booking or before the start of the lesson (whichever is the earliest).
- We do not give refunds on private lessons. If you can't make it to a private lesson, you are welcome to pass that lesson on to someone else, but please make sure you let admin@activeattitude.co.nz know of the change

Refund Policy:

- For a long-term injury or severe sickness which prevents a participant from attending sessions, a credit may be given if Active Attitude has been notified prior to the sessions the child was unable to attend. However, no injury or sickness credit will be given without sighting both your purchase receipt and a valid medical certificate from your registered medical practitioner.
- If a participant or their parent is banned from attending Active Attitude sessions, a refund will be given for the remaining period they will not be able to attend due to their ban. Any applicable refund will be paid out by the 20th of the following month from when they receive notification of their ban.

Returns Policy:

- If you have purchased merchandise and then decide to return it, it must be in its original condition prior to sale long with your receipt as proof of purchase to show that it was purchased from us. Please note that:
 - If the merchandise has been used, is dirty or is damaged in any way then we will not accept it back and will not provide a refund.
 - For hygiene reasons no refunds can be given on clothing merchandise unless it is returned due to a manufacturing defect

Online Credit Card Payments

- Online payments are processed through a secure online payment merchant "Stripe."

Payment Methods

- We accept the following forms of payment: Credit card (through our online booking system), cash, Eftpos (available at Active Attitude, 9 Commerce Street, Whangarei) or deposits into our bank account: 12-3093-0260437-01