



# OSLO<sup>®</sup> Health

General Terms & Conditions

Valid From June 2021

## OSLO Health General Terms & Conditions

1. In acquiring a class pass or participating in an OSLO Health class you agree to the terms and conditions as outlined here. This agreement commences once you have indicated your acceptance in the declaration section of the web registration process.
2. We are a boutique studio and as such have limited places in each class. Advanced booking for classes is strongly recommended. This can be done either in store, online ([www.inoslo.ie](http://www.inoslo.ie)) or via the OSLO Health mobile app.
3. Prior to your first class you will be required to register with OSLO Health and provide details with regards to your general health and wellbeing in addition to some basic personal information.
4. Advance payment for the class is required in order to gain entry. Please avoid embarrassment for both clients and instructors by adhering to this requirement.
5. Please arrive at least ten minutes before class as there is no late admittance. The studio buildings are open at least fifteen minutes before class start times.
6. It is imperative to check-in for all classes prior to their commencement. This can be done either at reception or on the tablet provided at the entrance to the studio.
7. OSLO Health reserves the right to refuse entry to classes.
8. Clients are requested to wear a form of dress appropriate to the particular class, whether Yoga, Pilates or High Intensity Training. Footwear should be removed before entry into the studio for Yoga and Pilates. Footwear can either be stored in the designated area in the studio, or in the changing rooms provided. Footwear can be worn for certain classes where indicated, such as OSLO Bootcamp.
9. OSLO Health classes are mat based, and members should use a mat to practice in the studio. You are welcome to bring your own mat if desired. OSLO Health mats will be provided in the studio for use in the class, or alternatively can be purchased at reception.
10. It is the responsibility of the client to inform instructors prior to the class commencing whether they are pregnant or have any relevant injuries, medical issues or complications which might impact on their ability to participate in the class.
11. The door to the studio may be locked at the beginning of each class for safety and security. Please note no late entry is permitted out of courtesy for fellow clients.
12. OSLO Health is not responsible for the safekeeping of your belongings.
13. Other than water and a towel, if bringing personal belongings into the Pilates and Yoga studio please use the storage areas provided. Bags, equipment, clothing and other bulky items should only be stored in the changing room.
14. Excluding water as required for the class, clients are not permitted to bring any food or drinks into the studio. Please note, chewing gum is also not permitted in the studio.
15. Leaving the class early is strongly discouraged both for your benefit and the benefit of fellow clients.
16. You may lie down at any time to take rest, but please commit to staying in the room for the entire class.
17. Please listen carefully to all instructions from the instructor. If you have any concerns or issues please consult the instructor immediately.
18. Please wipe your mat and surrounding space before you leave the studio.
19. The use by clients of cameras and recording equipment or any form is strictly forbidden. No mobile phones or tablets should be brought into the studio. Any devices which are required to be brought in should be placed on silent.
20. All classes which have commenced, part used packages and memberships are final and non-refundable. OSLO Health does not offer refunds on services for change of mind, user error, injury, illness, change of address or any other reason.

21. All passes, bundles and memberships are non-transferable and may not be shared. They are for the sole use of the purchaser. Anyone found to be sharing passes or memberships may be denied entry and forfeit their pass or membership permanently.
22. Individual passes are valid for 90 days from the purchase date, unless otherwise stated on purchase.
23. Cancellation must be made via the online booking system or mobile app up to 24 hours before a class without penalty. Cancellations will not be accepted via phone or email. If you do not attend a booked session or cancel within this cancellation period, you will be charged for the class.
24. Please late cancel if you are unable to attend a class to make your place available to others out of courtesy.
25. Every possible effort is made to deliver classes and services on time as scheduled in the class timetable. However, the studio reserves its right to alter the timetable or instructors as a result of circumstances beyond its control. The class schedule is subject to change or cancellation without notice.
26. OSLO Health is not liable to refund or to offer compensation of any kind for classes that are late, changed or cancelled for any reason. Classes which are cancelled by OSLO Health may be transferred by clients to alternative classes.
27. OSLO Health reserve the right to close the studio without notice for a short a period as is necessary in the circumstances should the proper maintenance and up keep of the studio require.
28. Gift cards and vouchers can be redeemed for classes, memberships or products. They are not redeemable for cash.
29. Fees may increase from time to time to reflect increases in costs.
30. Classes involve exercise which members should make themselves aware of in advance. If in any doubt whatsoever, clients should seek medical advice from their own doctor before embarking on a regime of physical exertion.
31. In attending classes at OSLO Health, you agree that neither you, your heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against OSLO Health or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

#### **Class Bundles (5, 10 and 20 Class Bundle Packages)**

1. In acquiring a class bundle you agree to the specific terms and conditions as outlined here, in addition to the general terms above. This agreement commences once you have indicated your acceptance in the declaration section of the web registration process.
2. Bundles must be purchased by an upfront payment. The bundle cannot be activated prior to full payment.
3. All class bundles expire 12 months from the activation of the bundle. The activation date is the date of the first class booked or attended on the bundle.
4. No refunds, transfers, suspensions or extensions are offered on unused portions of passes due to illness, user error, injury, change of address or any other reason.
5. Cancellation of individual classes must be made via the online booking system or mobile app up to 24 hours before a class. Cancellations will not be accepted via phone or email. If you do not attend a booked session or cancel within the cancellation window you will be charged for the class and deemed to have attended.

### 3, 6 & 12 Month Membership

1. On signing up to membership of OSLO Health you are entering into a contract to join for a fixed period. Membership is paid for by an initial payment and equal monthly direct debits for the term of the membership.
2. This membership agreement commences once you have indicated your acceptance in the declaration section of the web registration process. In entering this agreement, you agree to the specific terms and conditions as outlined here in addition to the general terms above.
3. The membership period commences on the date of the initial payment (the joining day). Following this cancellations, refunds or suspensions of memberships are not permitted.
4. The available terms are 3, 6 and 12 months. Membership for either a 3-month or 6-month period offer limited classes (10 per calendar month), whilst the 12-month membership provides unlimited classes.
5. The limited membership allows you attend any 10 regularly scheduled classes however it excludes guest teachers, private classes, individual fitness training, or small group training.
6. The classes must be used by the equivalent date one month after the joining day. Unused classes do not carry forward into future periods.
7. In the event of using over 10 classes within each monthly period, the member will be entitled to purchase further classes within that month as a 20% discount off the drop in rate. Top-up bundles may be acquired, subject to this discounted drop in rate.
8. OSLO Health membership entitles its members to a 10% discount on all retail purchases in HotAir and OSLO.
9. Cancellation of individual classes must be made via the online booking system or mobile app up to 24 hours before a class. Cancellations will not be accepted via phone or email. If you do not attend a booked session or cancel within the cancellation window you will be charged for the class and deemed to have attended. Members will not be able to book another class on the same day. Members will have their booking privileges suspended if they “no show” or late cancel two classes in any weekly period.
10. Membership fees will be charged via direct debit to your credit card or bank account once per month via a third party service provider.
11. It is your responsibility to ensure there are sufficient funds available to cover the monthly payment. Should a payment be declined for any reason, OSLO Health reserves the right to process payment at any time to settle any debt owed. If a direct debit is declined due to insufficient funds, the transaction will fail which requires additional administration and yields additional bank costs. Unfortunately, OSLO Health is unable to absorb these costs and these fees for these failed transactions. This fee is debited 7 days after the failed payment.
12. OSLO Health is in no way responsible for additional bank fees that you may incur from your bank. Bank fees are under the terms and conditions of contractual agreements that lie between you and your bank.
13. If direct debit payments fail on two occasions or more, OSLO Health may at its absolute discretion cancel the membership.
14. Please note, OSLO do not process payments directly. These are administered by a third party payments provider. The terms and conditions of this payments provider form a binding component of your membership contract. These can be found on our website [www.oslohealth.ie](http://www.oslohealth.ie).
15. Memberships may not be shared. Anyone caught sharing memberships will be denied entry and forfeit their membership permanently.