



RPM Terms and Conditions

1 How to book a bike

- 1.1 You may book up to 3 rides casually. Casual rides must be paid for at time of booking.
- 1.2 If you are booking more than 3 rides you must use the booking sheets at reception.
- 1.3 To reserve your rides you must have one credit per ride on your RPM account.
- 1.4 No rides will be reserved unless the required amount of credit is on your RPM account.
- 1.5 When you have selected you preferred ride times, we will load you onto our main booking sheet.
- 1.6 We will then scan and email you a copy of your booking sheet. Your scanned copy will have the rides that you are confirmed for and wait listed for.
- 1.7 We suggest that you retain this copy for your own reference.
- 1.8 We will text you to remind you of your next upcoming ride*
- 1.9 When your account is down to 2 rides we will text you to let you know*

2 Cancellation Policy

- 2.1 Rides must be cancelled no less than 6 hours prior to the class commencing
- 2.2 In the case of 6:05am and 9.15am classes, rides must be cancelled by 7pm the night before
- 2.3 You will not be charged for rides cancelled as per clause 2.1 and 2.2 above
- 2.4 If you fail to inform us of your inability to ride as per clause 2.1 and 2.2 above (ie 'No show'), you will forfeit the cost of the ride
- 2.5 After the third consecutive 'No show' your name will be removed from RPM classes for one month and you not allowed to ride or book rides**

3 Refund Policy

- 3.1 There will be no general refunds for unused or missed rides
- 3.2 Under extreme or extenuating circumstances refunds may be allowed. This will be dealt with on a case by case basis and you may be asked to provide supporting documents to secure your refund.
- 3.3 True Women's Fitness and Well-Being will endeavour to provide an instructor for every allotted time slot. The rider accepts that occasionally this may not be possible. In this case the class may be cancelled. If classes are cancelled we will endeavour to let you know as soon as possible and there will be no charge.
- 3.4 In the case of a permanent timetable change you may opt to rebook as per the conditions above.
- 3.5 In the case of one off cancelled classes, permanently cancelled classes or any timetable changes there will be no charges and no refunds.

4 Terms and Conditions of Use

- 4.1 You must collect your card from reception and present this to your instructor at the beginning of each class
- 4.2 If you do not have your card you will not be permitted to ride
- 4.3 You must comply with the class instructors directions at all times
- 4.4 You must recharge you RPM account in lots of 6. If you have spare rides they will carry over until you next book.
- 4.5 Rides are non-transferable to any other person
- 4.6 You may not move, remove or damage any of the equipment contained in the RPM room
- 4.7 Please report any breakages or damage to your instructor
- 4.8 RPM concession cards are valid at True Women's Fitness and Well-Being only

5 Health and Safety Warning

Over-training can be detrimental to your health and well-being. The management of True Women's Fitness and Well-Being has the right to refuse you entry to the RPM classes and/or the facility if we feel your health is at risk. If this is the case a medical clearance will be required for you to re-enter RPM classes and/or the facility

6 Waiver of Liability

In consideration of your involvement in RPM you agree to release & indemnify True Women's Fitness and Well-Being as follows,

- 6.1 You participate in the exercises and activities at my sole risk and responsibility.
- 6.2 You release, indemnify and hold harmless True Women's Fitness and Well-Being, including its directors & employees from and against all and any actions or claims which may be made by you or on your behalf by other parties for or in respect of or arising out of an injury, loss, damage or death caused to you or you property whether by negligence, breach of contract or in any way whatsoever.

Agreement by you (the member)

By booking and/or riding in any True Women's Fitness and Well-Being RPM classes you (the member) agree to these terms and conditions. In the event any portion of these clauses are viewed as unenforceable by any Authority or Court with jurisdiction to consider such clauses, the clause shall apply as modified by the Authority or the Court, or in the event it is not modified by the Authority or Court, the remainder of these clauses and agreements shall continue to be enforceable.

- * Texting service may not always be possible due to circumstances outside of our control
- ** This in order for us to ensure that clients waiting on the wait list are informed in time to receive a bike