

Hot Yoga Unlimited (Oxenford and Southport) Studio and Business Policies

Effective 1st February 2020 (HYO) and 1st June 2023 (HYS). We review and update these policies on a regular schedule. You can always find the latest version here on our website. We also direct you to where you can find all policy information in your welcome email and receipt emails.

Thank you for helping us keep Hot Yoga Unlimited (Oxenford and Southport) safe, respectful and welcoming for everyone.

Hot Yoga Unlimited (Oxenford and Southport Locations) Refunds & Credits Policy

At Hot Yoga Unlimited (Oxenford and Southport), we are committed to providing a safe, welcoming and high-quality Yoga and Pilates experience for every student. We believe in being transparent and fair with our policies, so you always know where you stand.

Change of Mind

We do not offer refunds or credits for change of mind, change of personal circumstances, or failure to attend booked classes.

Introductory Offers

All introductory offers and promotional passes are non-refundable and non-transferable once activated, except where required by Australian Consumer Law.

Class Passes & Casual Visits

Class packs and single class purchases are non-refundable and non-transferable once purchased, except where required by Australian Consumer Law.

Please ensure you check expiry dates before purchasing.

Memberships

Upfront memberships are non-refundable once activated, except where required by Australian Consumer Law.

Ongoing memberships (e.g. direct debit) may be cancelled or suspended in accordance with the terms of your contract agreement and any minimum notice period.

Medical holds may be granted at our discretion with a valid medical certificate and supporting documentation.

Workshops, Courses & Events

Fees for workshops, courses and special events are non-refundable, except where required by Australian Consumer Law.

You may transfer your booking to another person by notifying us in writing at least 2 days before the event.

Your Rights under Australian Consumer Law

Our goods and services come with consumer guarantees that cannot be excluded under Australian Consumer Law (ACL). You are entitled to a refund, partial reimbursement, re-supply or other remedy if we fail to provide services:

with due care and skill,

fit for the intended purpose, or

within a reasonable time (where no timeframe is set).

We reserve the right to assess any request for a refund or credit on a case-by-case basis, in line with our legal obligations and reasonable service standards.

How to Request a Refund or Credit

If you believe you are entitled to a refund or credit under Australian Consumer Law, please contact us in writing as soon as possible and include:

Your full name and contact details,

The date and details of your purchase,

The reason for your request and any supporting information.

We aim to review all refund or credit requests fairly and will respond within 2 business days.

Where to Find This Policy

This policy is available:

On our website,

In your welcome email,

In your purchase confirmation,

Within your online booking account.

If you ever have questions about our policies, please don't hesitate to ask. Our team is always happy to help.

Thank you for respecting our studio community and for understanding that clear policies help us provide the best possible service for everyone.

Hot Yoga Unlimited Team

Hot Yoga Unlimited (Oxenford & Southport) Privacy Policy

Your privacy matters to us. At Hot Yoga Unlimited, we are committed to protecting your personal information and ensuring your data is handled respectfully and responsibly in line with Australian Privacy Principles.

1. What Information We Collect

We may collect personal information such as:

Your name, email, phone number and date of birth

Emergency contact information

Health-related information that you voluntarily provide

Purchase history, class attendance, and payment information

Email and SMS preferences

2. Why We Collect It

We collect this information to:

Manage bookings, class attendance and safety

Communicate with you about classes, events, updates and offers

Respond to enquiries and provide customer support

Meet our legal obligations as a health and wellness business

3. How We Collect It

Your information may be collected when you:

Sign up online or in-studio via our personally branded App or Mindbody

Complete a waiver or intake form

Subscribe to our newsletter

Contact us by email, phone or in person

Share health concerns verbally or in writing

4. How We Store and Protect Your Information

All personal information is securely stored using password-protected systems and encrypted third-party platforms such as Mindbody. We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, or disclosure.

5. Who We Share It With

Your information is never sold, traded, or disclosed to third parties except:

Where required by law (e.g. in the case of a medical emergency)

To trusted service providers (like Mindbody or email platforms) for the sole purpose of delivering services to you

6. Your Rights

You have the right to:

Access or update your personal information

Unsubscribe from communications at any time

Request that we delete your information, where legally possible

To do so, contact us at:

hello@hotyogasouthport.com.au hello@hotyogaoxenford.com.au

7. Third-Party Services

We use external platforms like Mindbody, which may collect additional data under their own privacy policies. We recommend reviewing those platforms if you'd like to know more about how they handle your data.

8. Health & Medical Information

If you disclose any health conditions or injuries, this information is only used to help keep you safe in class. It is never shared beyond our teaching or admin team without your permission.

9. Policy Updates

This policy may be updated from time to time. The latest version is always available on our website and in-studio. If changes are substantial, we'll notify you via email or at the point of booking.

Thank you for trusting us with your personal information. We are committed to keeping it safe and using it to create a better yoga experience for you.

Hot Yoga Unlimited Team

Hot Yoga Unlimited (Oxenford and Southport) Studio Etiquette & Community Guidelines Policy.

Welcome. We are so glad you're here. Whether you're passing through or have found our space to be a home away from home our community thrives when everyone knows what to expect. Please take a moment to read these guidelines so we can keep our space respectful, safe and peaceful for all. By attending Hot Yoga Unlimited (Oxenford and Southport), all attendees agree to comply with our Studio Etiquette and Community Guidelines Policy and understand that failure to do so may result in a breach notice and being asked to leave the premises or having membership or pass privileges revoked.

Arriving & Opening Hours

- We don't have a staffed reception. Teachers arrive ~30 minutes before class starts.
- Doors lock *sharply* at class time, late entry is not permitted.
- Check our online schedule for class times and plan to arrive early.
- Studio opening hours may change without notice; we'll notify you of any permanent updates.

Bookings

- All classes have limited spaces. Bookings must be made *and paid in full* before arrival.
- Unpaid bookings will not be honoured.
- Book online via our website or Mindbody app. Need help? Call us on 0499 804 873.

Age Restrictions

- Anyone under 18 (minimum age 16) must have written approval from studio management *before* attending.
- Minors must be accompanied by a parent/guardian and have all consent forms signed.
- Teachers cannot approve minors — permission must come from management.

What to Bring

- Bring your own yoga mat. If you forget, hire one for \$5 (non-refundable).
- You'll need a large non-slip towel, water bottle, and maybe a spare towel for after class.
- Fresh clothes for after class are handy if you plan to shower.

Practice Policy:

Mats and suitable towels are mandatory. No mat, no practice.

Entering & Leaving Classes

- Be ready at least 5 minutes before class.
- Use our pigeon-holes for shoes & personal items, no bags or phones in the yoga room.
- Keep voices at a respectful volume in reception.

Student Attire

- Remove shoes before entering the yoga room.
- Respectful clothing is required: no underwear-only practice, lingerie, or swimwear.

- Males: wear privacy shorts or undergarments under loose shorts.
- Females: wear appropriate undergarments to fully cover private areas.

Silent Spaces

- Yoga rooms are *silent spaces*, please respect that this is the time to disconnect.
- No phone calls inside. Take calls outside; voices carry.
- All phones and smart devices must be on silent or Do Not Disturb (no vibrations).
- Prior permission is needed to bring a device into class for emergencies.

Personal Belongings

- Bring only what you need for practice.
- Hot Yoga Oxford is not responsible for lost or stolen items.
- Lost property will be held for up to 90 days before being donated or disposed of.

Props & Hygiene

- Studio props are available, use a towel or disinfect props before/after use.
- Do not attend class if unwell or showing signs of contagious illness.
- Excessive sweat? Use extra towels to keep the space safe and dry.
- Dispose of tissues in bins. Keep shower time short, respectful, and hygienic.
- Smoking is prohibited on studio grounds.

Photos & Videos

- No photos or filming inside yoga rooms during practice.
- We'll always ask for consent if we take photos for a special event or promotion.

Harassment & Misconduct

- We have zero tolerance for harassment, abuse, or disruptive behaviour.
- Aggressive, predatory, offensive, or unsafe conduct will result in immediate removal and possible cancellation of your pass or membership.

Breaches of Etiquette

- By attending, you agree to follow these guidelines.
- Breaches may result in refusal of entry, removal from class, or suspension of your membership.
- Refunds or credits are not issued for classes forfeited due to breaches.

Hot Yoga Unlimited, Purchase Policy

We're so grateful you've chosen to practise with us or shop in our studio. Please read the following carefully so you know what to expect when making a purchase:

Class Passes, Memberships, and Workshops

- All class passes, memberships, and workshop bookings are **non-refundable**, except where required by Australian Consumer Law.
- Refunds are not issued for change of mind, inability to attend, or change in personal circumstances.
- In some cases, we may offer a **credit** or **transfer to another person** at our discretion, depending on the situation and advance notice given.
- Please choose your pass or event carefully and check expiry dates before completing your purchase.

Retail Items (Clothing, Towels, etc.)

- All retail sales are final.
- We're happy to exchange for incorrect sizing within **14 days**, provided items are:
 - Unused
 - In original condition with tags attached
 - Accompanied by proof of purchase
- Exchanges are subject to stock availability. No refunds are given for retail purchases unless the item is faulty or not fit for purpose.

Payment Processing

- All payments are processed via Mindbody and Square.
- On your credit card statement, your transaction may appear as:
"Mindbody Payment - Hot Yoga Unlimited Oxenford/Southport"
- If you believe there is an error on your statement, please contact us directly.

Your Rights Under Australian Consumer Law

Your purchase is protected by the Australian Consumer Law. You are entitled to a refund, partial reimbursement, replacement, or repair if:

- A product is faulty, not fit for its intended purpose, or doesn't match the description
- A service is not provided with due care and skill, or fails to deliver what was promised

If you believe a service or product does not meet these guarantees, please reach out so we can find a fair solution. hello@hotyogasouthport.com.au and hello@hotyogaoxenford.com.au

Hot Yoga Unlimited (Oxenford and Southport), Class Cancellation Policy

We get it, life happens. Here's how our cancellation policy works to keep things fair for everyone, especially during busy classes.

Class Cancellations

- You can cancel a booked class **up to 2 hours before the scheduled start time** with no penalty.
- Cancellations made **within 2 hours** of class time, or no-shows, may result in:
 - A **\$10 late cancel / no-show fee** (for unlimited members), or
 - A **class pass deduction** (for class pack holders)

These fees are only ever enforced in cases of repeated late cancellations or no-shows, especially when a class has a waitlist and your spot could have been given to another member.

We always do our best to take a fair and understanding approach, and we're here to support you if something unavoidable comes up. Just reach out.

Workshops & Special Events

Cancellations for workshops, courses, and special events may have different terms. These are outlined on the event booking page and/or confirmation email.

As the purchaser, please take a moment to review those specific terms before finalising your booking. If you're unsure, feel free to contact us, we are always happy to clarify.

Questions or Concerns?

We know everyone has different circumstances. If you're unsure about a cancellation or need to discuss a situation, just get in touch:

hello@hotyogasouthport.com.au hello@hotyogaoxenford.com.au

Thank you for helping us maintain an organised, respectful booking system that works for the whole community. Your understanding helps us keep classes running smoothly and fairly for everyone.