BOOKING & CANCELLATION POLICY

Clear booking expectations. Fair access for every member.

This policy forms part of the Build Training Membership Agreement and applies to class, sauna, recovery and Reformer Pilates bookings included within a member's selected membership package or elected membership add-ons, as well as casual sessions, 10 class packs, separately purchased Fundamental sessions, workshops, challenges and special events, where applicable. This policy must be read with the Membership Agreement and any other applicable Build Training policies.

1. Bookings

- Members must book classes, sauna sessions, recovery services and Reformer Pilates sessions through the booking system or another method approved by Build Training.
- Bookings are subject to capacity, availability, timetable changes and any waitlist arrangements.
- Sauna, recovery and Reformer Pilates bookings must be made for an available time slot and used only by the member named in the booking.
- Members should arrive on time and comply with any applicable induction, safety briefing or service-specific policy. Entry to a class may be refused after the warm-up or briefing has commenced.

2. Cancellation deadlines

The following deadlines apply where the booking has a waitlist:

BOOKING TYPE	SESSION TIME	CANCEL BY
Classes	Morning	10.00 pm the night before
Classes	Afternoon	At least 2 hours before start time
Sauna, recovery and Reformer Pilates	5.30 am to 12.00 pm	10.00 pm the night before
Sauna, recovery and Reformer Pilates	From 12.00 pm	At least 2 hours before start time

Cancellations made after these deadlines may be treated as late cancellations.

3. Late-cancellation and no-show fees

- **Membership Bookings**
  - A late cancellation may incur a $10 late-cancellation fee.
  - Failure to attend a booked session without cancelling may incur a $10 no-show fee.
  - One late-cancellation grace instance may be allowed per member per calendar month.
  - Build Training may waive a fee where it considers there are exceptional circumstances.
- **Casual Sessions and 10 Class Packs**
  - A late cancellation, failure to attend or failure to check in as required will result in forfeiture of the credit used for the booking.
  - The $10 late-cancellation or no-show fee does not apply where a casual session or 10 class pack credit is forfeited.
  - If a person joins a waitlist and is subsequently moved into the class or timeslot, the booking becomes confirmed and the applicable cancellation deadline and credit-forfeiture requirements apply.

4. Waitlists

Where a place becomes available, the booking system may automatically add the next eligible person from the waitlist. A confirmed waitlist place is treated as a booking and must be cancelled in accordance with this policy if the member can no longer attend.

5. Workshops, challenges and special events

A workshop, challenge or special event may have separate booking, refund and cancellation terms. Those terms will be communicated before booking and will apply in addition to this policy.

6. Cancellations by Build Training

Build Training may cancel, relocate, reschedule, shorten or modify a class or service because of coach availability, maintenance, emergencies, extreme weather, low attendance, safety concerns or other reasonable operational requirements. Where practicable, affected members will be notified through usual communication channels. Any prepaid session not delivered will be managed consistently with the Membership Agreement and applicable law.

7. Repeated booking breaches

Repeated late cancellations, no-shows or misuse of booking arrangements may result in temporary loss of advance-booking privileges, restriction of bookings or other reasonable action notifiable to the member.

8. Illness and unforeseen circumstances

A member who is unwell or affected by unforeseen circumstances should cancel through the booking system and contact Build Training as soon as reasonably practicable. A person with a contagious illness must not attend the facility.

9. Privacy

Personal information collected, stored or used under this policy will be handled in accordance with the Build Training Privacy Policy and applicable privacy laws.

10. Policy changes

Build Training may reasonably update this policy for safety, legal or operational reasons. A change will not materially increase fees, reduce core membership benefits or introduce a new cancellation burden unless permitted by the Membership Agreement, required by law or accepted by the member. Where reasonably practicable, Build Training will give at least fourteen (14) days' written notice before a material change takes effect. A shorter period may apply where reasonably required for an urgent safety, legal or regulatory reason.