

SCOUT STUDIOS TERMS AND CONDITIONS (as of May 7, 2026)

Please read through the terms and conditions before enrolling at Scout Studios. When enrolling as a student of Scout Studios, you agree to the terms and conditions as laid out on the Scout Studios website scoutstudios.com.au

General Terms and Conditions

1. Our Introductory offer of 5 classes (valid for 14 days) is only available to brand new clients. You can only purchase the introductory offer once. The introductory offer is non-refundable and will activate from the date of your first class booking. Clients found to be buying the Introductory Offer more than once will be suspended and charged any additional class costs they may have incurred. You cannot buy the introductory offer again to try a second Scout location.

2. Cancellations made 6 hours or less prior to group class start time will forfeit that session. No-shows and absences will forfeit that session. This applies to class packs and Crew Memberships. Unlimited Classes Membership (inc. Student Membership) holders will incur a \$15 fee for late cancellations and a \$20 fee for a no-show. This payment will be charged to your card following your session.

If you receive an email saying you did not attend a class but you know you were there, please notify Scout Studios at hello@scoutstudios.com.au as soon as possible. Please make sure to check in with front desk staff for every class you attend (or if no desk staff are on, ensure your teacher checks you in). Failure to check in can result in a late cancellation/no-show fee charge. If you are charged but were present or if you accidentally late canceled etc, a \$1 deduction will be taken from the refund to cover the initiation of the refund on your behalf.

Private Sessions have a 12 hour late cancellation window. Please make every effort to cancel before such time or the full session price will be forfeit.

Sauna + contrast therapy bookings have a 12 hour late cancellation window. Please make every effort to cancel before that time. For casual or pack bookings to the sauna, your credit will be forfeit in that event. For membership holders initially purchased from May 7, 2026, a \$15 fee will be incurred for late cancellation or no shows.

3. Payment must be made prior to booking. To book into a class you must either have pre-purchased sessions in your account or an active membership subscription. Any classes taken above and beyond your active membership or passes will need to be paid for.

4. Out of consideration for the teacher and other clients, please don't be late. Please be aware that if you are more than 5 minutes late for a class, your spot may be given to a waitlisted or stand-by client. Entry after 5 minutes into class will be denied for your safety and to ensure no

interruption to clients currently in session. No exceptions. The Scout team will endeavor to find you a spot in the next available class on standby in this instance.

5. Owners and/or staff reserve the right to restrict clients to a particular class type for safety reasons; and owners and/or staff reserve the right to turn clients away if they do not have the correct medical clearance.

6. If a class you want is full, you can sign up for the waitlist. Should a place become available you will receive an email from us letting you know you are in class. Placing yourself on a waitlist indicates an earnest intention to attend that class and you are required to cancel yourself off the class or waitlist if you can no longer attend. The same cancellation period applies for waitlisted clients, 6 hours or more before the class start time. If you don't have an active pass on your account in order to take the spot, your place will be offered to the next client. Late cancellation and no show charges do apply to missing a class you were placed into from the waitlist.

7. The 10 Class Packs are valid for 6 months from purchase date (except for Prenatal and Parents & Cub packs which are 1 year). The 5 Class Packs are valid for 4 months from purchase date. Sessions are non-refundable and are not transferable but can be extended if you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date of the pack.

8. Our Rolling Packs are an auto-renewing pack - meaning you agree to the automatic re-purchase of that pack upon the use of the final credit to book, or the expiry of the pack, whichever comes first. Clients who purchase this must commit to at least one auto-renewal before they can cancel the next purchase at any time in writing. Please ensure your payment details are up to date and funds are available at the time of renewal. Scout Studios reserves the right to reclaim all funds related to this pack. Please refer to the contract signed at the time of purchase for the full terms and conditions of the purchase.

9. All of our weekly memberships have a 12 week minimum commitment – after that they can be canceled at any time on an active membership with 7 days written notice to hello@scoutstudios.com.au. Holds on your account can be placed with a 3 day minimum notice for up to 6 weeks at a time, except in the case of injury/pregnancy. Please let us know if you require a medical hold. We require a medical certificate to provide a long-term hold. All suspensions must align with existing payment cycles. Memberships cannot be canceled while on a suspension - your membership must be active.

10. Sessions are not transferable to another individual and cannot be used by another person. If someone other than the person booked into the class arrives to use the session, they will be asked to create an account and purchase their own sessions.

11. Gift cards can be used for classes and products at Scout Studios. They are not redeemable for cash and are non-transferable. They cannot be used for purchases on our online store. Scout Studios does not offer refunds, transfers, suspensions or extensions on Gift Cards for

change of mind, injury, illness, change of address or any other reason. All purchases are final and in accordance with the Australian Competition and Consumer Commission.

12. Scout Studios reserves the right to cancel a class with only 1 client booking. The client will be offered a spot in a class at the same or similar time with the same pass where available. Scout Studios reserves the right to cancel or change the class type or teacher due to illness/emergency. Any changes relating to cancellation of a class or a change in class style will be communicated in as timely a manner as possible via email, SMS and/or in app message. Please note, you will not be notified of a change of instructor.

Membership Terms and Conditions

1. All Memberships operate on a 7 day autopay schedule from the credit card or account details stored in Momence (a secure system). Payment will continue unless notified (see Termination Policy below).

2. Memberships will continue with scheduled auto-pays unless Scout Studios is notified of a termination request in writing (see Termination Policy below). If your auto-pay fails, Momence will provide a three day grace period to process your membership payment before your account will be locked for future bookings. If your autopay fails, you are still bound to pay for that week/s and your current week in order for your membership contract to be considered paid. Scout Studios reserves the right to reclaim funds for unpaid weeks under your membership contract.

3. Memberships may be subject to price increase, but will be communicated in writing 4 weeks prior to any change.

Membership suspensions (freeze)

1. At least 3 days written notice is required for membership pause/suspensions. This ensures that the correct measures are put in place to cease credit card payments that are scheduled for the given period. Please email us to request your hold.

Membership termination

1. Scout Studios requires at least 1 week's (7 days) written notice to terminate a membership. Please email request to hello@scoutstudios.com.au. Memberships cannot be cancelled while on a suspension/freeze - your membership must be active.

2. In the case of long term or permanent injury or illness that prevents the use of our services, immediate membership termination will be permitted. Termination will take effect from the date we receive written confirmation from a medical doctor.

3. Scout Studios may terminate a membership without notice for inappropriate, offensive or illegal behaviour, as determined by us, which occurs on our premises or is directed at our staff or other members.