

## Fee Guidelines

### Scheduled Classes

<p><b>CASUAL SESSIONS</b></p> <p><b>Pay-as-you-go gives you the freedom to book Casual Sessions as it suits you.</b></p> <ul style="list-style-type: none"> <li>• Ideal for those who attend irregularly or would like to sample different types of classes (pending approval from your treating clinician) before committing.</li> <li>• Book up to two weeks in advance online or via reception.</li> <li>• Should you not be able to attend your scheduled class, contact reception 24 hours or more prior, and we can rebook you for an alternative timeslot where available.</li> </ul>	<p><b>10 VISIT PASS</b></p> <p><b>Purchasing a 10 VISIT Pass allows you to establish a routine or sample different sessions.</b></p> <ul style="list-style-type: none"> <li>• Upon payment, you will be booked in for all 10 sessions by our reception team.</li> <li>• The 10 visit Pass remains valid for six months from the date of purchase. (Reception to call prior to pass expiry)</li> <li>• Should you be unable to attend your scheduled class, please notify reception 24 hours or more prior</li> <li>• Continued non-attendance without notice may impact your regular class booking.</li> <li>• Only 1 x 10 visit pass may be purchased at a time. Ongoing bookings are better serviced via a direct debit arrangement.</li> </ul>	<p><b>PERMANENT BOOKING DIRECT DEBIT (via Ezy Pay)</b></p> <p><b>Take advantage of further savings and enjoy the security of an ongoing booking to Standard classes without a lock in contract.</b></p> <ul style="list-style-type: none"> <li>• The payment will be automatically debited from your account on the same day each fortnight.</li> <li>• Should your class fall on a public holiday or pre-scheduled clinic closure, you will be able to schedule a 'catch-up' class within 2 weeks of the clinic closure date.</li> <li>• Should you not be able to attend your scheduled class, please notify reception 24 hours or more prior.</li> <li>• In the event of a failed debit, a non-payment fee of \$9.79 will be charged</li> <li>• You are able to pause your direct-debit arrangement for up to 4 weeks per annum each year for instances such as holidays. Extended membership pauses are permissible upon provision of a medical certificate (emailed to <a href="mailto:uqhealthyliving@uq.edu.au">uqhealthyliving@uq.edu.au</a>).</li> <li>• UQHL does not apply any financial penalties if you cancel your direct debit arrangement. However, should you wish to cancel then reinstate your direct debit booking after a period of absence, you are not guaranteed re-entry into the same class and session time you had previously.</li> <li>• A direct debit arrangement requires a 14-day notice period for cancellation.</li> </ul>
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## Members Studio

### *Independent exercise, flexible access*

- Membership payments are \$27 per week via direct debit (billed fortnightly).
- Payment will be automatically debited from your account each fortnight.
- In the event of a failed debit, a non-payment fee of \$9.79 will be charged
- Membership can be placed on pause for a maximum term of four (4) weeks per annum. Each pause must be made for a minimum term of 1 week with all requests to be made in writing to [uqhealthyliving@uq.edu.au](mailto:uqhealthyliving@uq.edu.au)
- Extended membership pauses beyond 4 weeks are permissible upon provision of a medical certificate (emailed to [uqhealthyliving@uq.edu.au](mailto:uqhealthyliving@uq.edu.au)).
- Absences beyond 6 weeks may require an Annual Health Assessment to ensure safety
- A 30-day notice period applies to all membership cancellations, with all requests to be made in writing to [uqhealthyliving@uq.edu.au](mailto:uqhealthyliving@uq.edu.au).