Ahimsa Hot Yoga Terms and Conditions

1. About these Terms

Version 11.05. Effective from: 21 October 2026.

1.1. Scope of these terms

(a) These Terms and Conditions (**terms**) apply when you buy a **membership** (as defined in clause 1.2) or attend a class at the studio. You accept them when you create an account or make a booking.

(b) Nothing in these **terms** excludes, restricts or modifies any rights or remedies you have under the Australian Consumer Law or any other law. Where a clause limits our obligations, it applies only to the extent the law allows.

(c) These **terms** are governed by the laws of Queensland, Australia. All times in these **terms** are Brisbane time.

(d) Our Privacy Policy explains how we collect and use your personal information.

(e) Severability applies to these **terms**.

1.2. Definitions

The following definitions apply in these **terms**:

Activation Period: The time allowed after purchase to activate a **membership** before it expires due to inactivity.

Cancellation Deadline: 1 hour before the scheduled start of a class.

Class credit: An entitlement recorded against your **membership** or account that can be used to book an eligible class or other activity.

Expiry Period: The period during which a **membership** can be used. It starts at activation, and its length is set out in the **Membership Details**. It may be called "**Duration**".

Late Cancellation: Cancelling a class booking after the **Cancellation Deadline**.

Membership: Any paid access to scheduled classes including automatically renewing memberships, fixed-term memberships of any duration, Class Packs, Introductory Passes and casual drop-ins.

Membership Details: The details of a **membership**, including its price, inclusions, exclusions, classes covered, **Activation Period**, **Expiry Period** and whether it can be paused. They are available before purchase on **our website** and in **our booking app**, and at the studio on request.

No-Show: Failing to attend a booked class without cancelling the booking.

Notice Period: 14 calendar days.

Our booking app: The booking app we make available or direct you to use through **our website**.

Our website: Ahimsa Hot Yoga's official website at http://ahimsahotyoga.com.au

1.3. Ahimsa Hot Yoga Pty Ltd (ABN 20655910348)

Ahimsa Hot Yoga Pty Ltd (we, us, our) provides the services described in these **terms**. Our studio is at 586 Boundary Road, Richlands QLD 4077. Our other contact details, including email address, are available on **our website**.

1.4. Changes to these terms

(a) We may update these **terms**. The current version and its effective date are available on **our website**.

(b) Each **membership** is governed by the version of these **terms** in force when you purchase it, unless a later change applies under this clause.

(c) Revised **terms** will not apply to an existing **membership** without your agreement. If we cannot continue supplying that **membership** on its existing **terms**, you may cancel and receive a refund of its unused value.

(d) You may cancel your **membership** if you do not accept the revised **terms.**

1.5. Notices

We will send notices under these **terms** to the email address on your account. You are responsible for keeping it up to date. An email notice is treated as received when it is sent, unless we are notified that it was not delivered. Notices you send us must be emailed to the address listed on **our website**.

2. Health and Safety

2.1. Conditions for hot classes

Heat and humidity are an integral part of eliciting the therapeutic benefits of hot yoga. Hot classes are held in a heated room at about 38°C and 40% humidity. The practice is physically strenuous. Heat increases the risk of dehydration, dizziness, fainting and heat-related illness. You are responsible for managing your exertion and hydration to suit the conditions.

2.2. Fitness to participate

You are responsible for deciding whether you are fit to take part. Get medical advice before attending if you are pregnant, have an injury, a heart or blood pressure condition, epilepsy, diabetes or a recent illness, or have another condition or take medication that may affect your ability to exercise safely in the heat.

2.3. Acknowledgement of risks

By participating, you accept that practising yoga in a heated room carries inherent risks, including injury and heat-related illness.

2.4. Pony club grounds

The studio is on Darra Oxley Pony Club (DOPC) grounds. For your safety and the safety of the horses, do not touch or feed the horses, and do not enter the paddocks. DOPC treats paddock entry as trespass and may take action against anyone who enters. Please follow any signs and directions from DOPC, including directions about parking and driving speed.

3. Attending the studio

3.1. Age requirements

You must be at least 16 years old to attend, except for classes advertised as suitable for children. Children under 16 may attend those classes with a parent or guardian who participates in the same class. For anyone under 18, a parent or guardian must give written consent before the first class, accepting these **terms** on their behalf.

3.2. Arrival and preparation

(a) **Arrival time:** The studio opens 20–30 minutes before each scheduled class. Aim to arrive at least 15 minutes before class starts so you have time to check in and set up, and the class can begin on time.

(b) **Check-in:** Check in at reception before each class.

(c) **What to bring:** Bring a mat, a large towel and water. Mats are available for hire.

(d) **What to wear:** Wear clothing suitable for exercising in hot conditions. Brief-style swimwear and thong-style garments are not permitted. Clothing must stay in place and provide non-transparent coverage of intimate areas. Shirts are optional for men.

(e) **Hygiene:** Arrive clean and avoid wearing strong fragrances. Showers are available for your convenience.

(f) **Late arrival:** Once class begins, the entry door is locked from the outside to keep belongings secure. If you arrive after class begins, you cannot be admitted, and this is treated as a **No-Show**. The door can always be opened from the inside.

3.3. Personal belongings

You are responsible for your belongings. To the extent the law allows, we are not liable for personal belongings that are lost, stolen or damaged at the studio.

3.4. Photography and filming

(a) We sometimes take photos or video in the studio for **our website** and social media. We will tell you beforehand, and anyone who does not want to appear will not be included.

(b) Photographing or filming anyone at the studio without their permission is not permitted.

3.5. Refusal of entry or participation

We may refuse entry or participation on reasonable grounds, including misconduct, intoxication, a medical concern or failure to follow these **terms**. If we refuse entry because of a medical concern, any **class credit** used for the booking will be restored. If we refuse entry because of your conduct, any **class credit** used for the booking is forfeited.

4. Class conduct

4.1. Customs and conventions

Every class has its own customs, many of which are learned rather than explained. You're expected to learn and follow them over time through participation. They differ from class to class, and some are observed more closely than others. You are not expected to know them

on your first few visits, but you are responsible for asking questions if you're unsure what is expected.

4.2. Remaining in the room and resting

(a) For hot classes, you are expected to remain in the room until the class ends. At any point, you can complete the class lying on your mat without continuing the more physically demanding postures. *Resting and being still can also be challenging.*

(b) You do not have to do every posture. Sitting out a posture is a normal part of practice; you can pause by standing, sitting, kneeling or lying down.

(c) If you experience temporary physical or mental distress, or need a pause, stop and rest. You may remain resting until the class ends if necessary.

(d) If you urgently need to use the bathroom or become very unwell, you may leave the room without waiting for the teacher's permission.

4.3. Non-disruptive practice

(a) Mobile phones and other smart devices must be kept silent and left in the foyer, outside the practice room.

(b) Before class, tell your teacher about any injury or health condition that may affect your practice. If you are unsure about anything else, ask before class because there is generally no talking during class.

(c) Follow your teacher's instructions quietly. Conversation during class is at the teacher's invitation. Avoid persistent vocal expressions of exertion.

(d) If questions arise during class, save them for after class, when the teacher will be available to answer them.

(e) Teachers may offer hands-on adjustments. You may decline an adjustment, and you can change your mind at any time.

5. Bookings

5.1. Making a booking

(a) Scheduled classes, workshops and other events must be booked through **our website**, **our booking app** or in person at the studio.

(b) Every class booking requires a **class credit** or a **membership**. A **class credit** or **membership** can only be used to book the classes it covers, as set out in its **Membership Details**.

(c) When you buy a single class, you buy one **class credit**, which is then used for that single class booking.

(d) A **membership** can only be used to book classes that start before its **Expiry Period** ends.

(e) You cannot make a booking or attend a class under a **membership** while it is paused.

(f) Payment is required at the time of booking unless you use an existing **class credit** or **membership**.

5.2. Cancelling a booking

If you cancel through our **booking app** at or before the **Cancellation Deadline**, any **class credit** used for the booking will be restored.

5.3. Late cancellations and no-shows

For a **Late Cancellation** or a **No-Show**, any **class credit** used for the booking is forfeited, although we may restore it at our discretion.

5.4. Booking app outages

We generally do not accept cancellations by phone, email or social media. However, if **our booking app** is unavailable, you can cancel by emailing us at the address listed on **our website** at or before the **Cancellation Deadline**. We will treat that cancellation as valid.

5.5. Changes to scheduled classes by us

(a) We may occasionally change the time or teacher of a class, or cancel a class.

(b) If we cancel a class you have booked using a **class credit**, that credit will be restored.

(c) If we change the time of a class you have booked and you cannot attend at the new time, you may cancel without forfeiting any **class credit** used, even after the **Cancellation Deadline**.

(d) A change of teacher is not a cancellation.

6. Pricing and Payments

6.1. Prices

All prices are in Australian dollars and include GST unless stated otherwise.

6.2. Price changes

(a) We may change our prices, products and offers.

(b) Price changes are not retrospective. They do not affect anything already paid for.

(c) Sale prices apply only during the advertised sale period.

(d) If a price change applies to your existing automatically renewing membership, we will give you notice equal to or longer than the **Notice Period** before the new price applies. If you do not accept the new price, you may cancel your **membership** under clause 8.6.

6.3. Scheduled payments

You are responsible for having enough funds or available credit to cover scheduled payments.

6.4. Payment processing

Some payments are processed through third-party payment service providers. If you use one of these services, you must also accept any applicable terms presented by that provider as part of the payment process.

6.5. Payment provider fees

If a scheduled payment fails, or your bank rejects a payment dispute you raise, we may pass on any fees our payment service providers charge us in connection with that failed payment or dispute.

7. Refunds and Transfers

7.1. Refund restrictions

(a) We do not give refunds, transfers or extensions for any reason, including illness, injury, moving house, being unable to attend, a change of mind or unused classes. This applies to every purchase, including memberships, workshops, events, consultations, guest teacher classes and private classes. It does not limit any refund required by law or any exception under clause 7.2.

(b) If permanent sickness or physical incapacity prevents you from using your **membership**, you may cancel by providing written notice and a medical certificate confirming this. We will refund the unused portion of your **membership** fees within 21 days, subject to any deductions permitted by law.

7.2. Exceptions to refund restrictions

(a) Exceptions to clause 7.1 include:

(i) membership pauses under clause 8.5;

(ii) ticket transfers under clause 9.2; and

(iii) remedies expressly provided elsewhere in these **terms**.

(b) We may also make other exceptions at our discretion.

(c) An exception in one case does not create an entitlement in another.

8. Memberships

8.1. General membership rules

(a) **Memberships** are for the named member's use only. They cannot be shared or transferred unless we agree otherwise in writing.

(b) Each **membership's** inclusions and exclusions are set out in its **Membership Details**.

(c) A **membership** does not include access to workshops, retreats, teacher training, private classes, consultations, guest teacher classes or other activities unless its **Membership Details** say otherwise.

(d) **Bring a friend for free**: If your membership includes this entitlement, as set out in its **Membership Details**, you may invite a guest to attend a class free of charge. The guest must be a new member and may attend only one free class under this clause, regardless of which member invites them or which email address or phone number is used. If the guest is not eligible, we may decline the free class.

8.2. Membership activation

(a) Each **membership**, including an automatically renewing membership, has an **Activation Period**. It starts on the date of purchase, and its length is set out in the **Membership Details**.

(b) A **membership** activates at the time of purchase if its **Membership Details** say it activates immediately. Any other **membership** activates at the scheduled start time of the earliest class that:

(i) was booked using the membership;

(ii) starts within the **Activation Period**;

(iii) remains booked when the class starts; and

(iv) is not cancelled by us, either before or after it starts.

(c) A **No-Show** activates your **membership** in the same way as attending the class. Your **membership** does not activate if you cancel the booking before the class starts, even if you cancel after the **Cancellation Deadline**.

(d) If we cancel a class and restore the **class credit** used to book it, that class does not activate your **membership**. Any activation it caused is reversed.

(e) For an automatically renewing membership, **membership** activation starts the billing cycle. Your first payment covers the first fortnight from activation. After that, payments are taken fortnightly in advance using an accepted payment method.

(f) If a **membership** is not activated within its **Activation Period**, it expires and any unused **class credits** are forfeited. An automatically renewing membership that expires this way ends, and no further payments are taken.

(g) We encourage you to attend a class before your **Activation Period** ends. If a situation arises that this clause does not cover, we will use our discretion to resolve it fairly.

8.3. Membership expiry

(a) Automatically renewing memberships do not have an **Expiry Period**. They continue until cancelled. All other **memberships** have an **Expiry Period**.

(b) A **membership** expires when the **Expiry Period** ends, and any unused **class credits** and other entitlements under it are forfeited.

(c) For a fixed-term membership with a duration of one month, the **Expiry Period** is the number of days in the calendar month in which it activates. For example, a monthly membership that activates in January has an **Expiry Period** of 31 days, and one that activates in February has 28 or 29 days.

8.4. Introductory Pass

(a) Eligibility: The Introductory Pass is for new members only and is available once per person, regardless of which email address or phone number is used.

(b) Ineligible purchases: If an ineligible person buys an Introductory Pass, we may cancel it.

8.5. Membership pauses

(a) A **membership** can only be paused if its **Membership Details** allow it.

(b) A **membership** that can be paused may be paused in 2-week blocks, for up to 12 weeks in total in any 12-month period.

(c) During an approved **membership** pause:

(i) Payments are suspended for automatically renewing memberships. Any unused time you have already paid for is carried over until the pause ends. Your next payment is taken after you have used that remaining time, and later billing dates are adjusted accordingly.

(ii) The **Expiry Period** is extended by the length of the pause.

(d) Your pause request will be granted if:

(i) your **membership** permits pauses;

(ii) the requested dates comply with clause 8.5(b);

(iii) you give notice equal to or longer than the **Notice Period** before the requested start date by emailing us at the address listed on **our website**; and

(iv) your request clearly specifies the start and end dates of the pause.

(e) At our discretion, we may also accept requests made in person, by SMS or through **our booking app,** and requests with less notice than the **Notice Period**. Accepting one such request does not guarantee that we will accept another.

8.6. Membership cancellation

(a) All **membership** cancellation requests must be emailed to the address listed on **our website**. We will confirm your cancellation by email.

(b) Cancelling a **membership** that does not renew automatically ends that **membership**. Any future bookings made with it are cancelled, and any unused class credits and other entitlements under it are forfeited. Cancellation does not itself entitle you to a refund. Section 7, including its exceptions, still applies.

(c) To cancel an automatically renewing membership:

(i) If you give notice equal to or longer than the **Notice Period** before your next billing date by emailing us at the address listed on **our website**, no further payments are taken. Your **membership** continues until the end of the period you have paid for.

(ii) If you give shorter notice, we may still stop the next payment, but this is not guaranteed. If that payment proceeds, your **membership** continues until the end of the period it covers. No further payments are taken after that payment.

(d) You may cancel an automatically renewing membership while it is paused. To process your cancellation, we will end the pause. Your **membership** then continues until the unused time you have already paid for runs out, and no further payments are taken.

(e) If you cancel an automatically renewing membership because you do not accept revised **terms** or a new price:

(i) The cancellation notice requirements in clause 8.6(c) apply.

(ii) The previous **terms** and price continue to apply until your **membership** ends.

(iii) If a final payment proceeds because you give notice shorter than the **Notice Period**, that payment is charged at the previous price. Your **membership** continues until the end of the period it covers, and no further payments are taken.

(f) Any amounts you owe remain payable after your **membership** ends, but they do not delay your cancellation.

9. Workshops and Other Events

9.1. Booking requirements

Clause 5.1 and sections 6 and 7 apply to workshop bookings and other events.

9.2. Ticket transfers

If you cannot attend, you may transfer your ticket to another person by emailing us at the address listed on **our website** at least 24 hours before the event. Include the recipient's name, email address and contact number.

9.3. Changes to workshops by us

If we cancel or reschedule a workshop (or other event), you can choose a full refund, **class credits** for the amount paid, restoration of any **class credits** used to make the booking or, if it is rescheduled, a transfer to the new date.

10. Retreats and Teacher Training Programs

Retreats and teacher training programs have their own terms and conditions, which are provided before you book or enrol. Those terms govern your participation in those programs.

11. Service Interruptions

(a) We are not responsible if you cannot attend because of events beyond our reasonable control, such as extreme weather or government restrictions.

(b) If the studio closes for such an event for more than 7 days, we will:

(i) suspend scheduled payments for the closure period if we are able to;

(ii) preserve unused paid time; and

(iii) extend affected activation and expiry deadlines by the closure period.

(c) If possible, we will explain the arrangements by email.

(d) Your cancellation rights and rights under law remain unaffected.

12. Complaints

If you have a complaint, please email us at the address listed on **our website**. We aim to respond within 5 business days. If we cannot resolve your complaint, you may contact the Queensland Office of Fair Trading.