

**BPM INDOOR CYCLING INC. (“BPM”)
TERMS AND CONDITIONS**

WAIVER

- BPM’s waiver must be signed before attending a class
- The waiver can be signed online when you [create an account](#) here or on-site
- If you are under 19 years of age, the waiver must be co-signed by your parent/guardian at the studio
- If you are under 12 years of age, the waiver must be co-signed by your parent/guardian who also must remain on-site during your class

ETIQUETTE

- To preserve the BPM studio, I agree to abide by BPM’s etiquette guidelines found on BPM’s website (www.bpmvictoria.com/etiquette).
- BPM urges you to avoid bringing valuables into the studio
- BPM Indoor Cycling Inc. shall not be liable for the loss of, theft of, or damage to my personal property, including items left in lockers, bathrooms, change rooms, or anywhere else in the studio
- I acknowledge that no portion of any fees paid by me is in consideration for the safeguarding of valuables
- BPM Indoor Cycling Inc. reserves the right to deny access to any person deemed to be acting in an inappropriate or unsafe manner

PAYMENT OPTIONS

- We accept cash, debit, and credit card at our studio. If you wish to make payment online, it must be done so by credit card (no AMEX or visa-debit)
- All memberships and punch-cards require a credit card on file for monthly payments and/or late cancellation fees
- In the event automatic payments are declined a \$30.00 service fee will be applied to your account in addition to your membership fees
- All negative account balances must be paid prior to your next visit

RESERVATION POLICY

- Each class will have a maximum of 20 participants or 10 during a pandemic.
- Reserving your class online is the easiest and most convenient way to make sure you get into the class you want to attend
- You can reserve a class anytime up to 5 minutes prior to the class start time.
- Walk-in clients are welcome and will be given a spot if the class is not full. If the class is full, the drop-in client will be given a spot in class if there is a no-show before the official start time

WAITLIST POLICY

- We offer ten (10) spots on our waitlist

- If you get in off the waitlist, you will receive an email or text notification from BPM up to twelve (12) hours prior to the class start time.
- If you are on the waitlist but cannot make the class, you are responsible for removing yourself from the waitlist.
- It is your responsibility to confirm or deny your spot if you get in off the waitlist.
- Failure to remove yourself before 12-hours of the class start time and not attending will result in a late cancellation/no show fee
- You may also call the studio to check your waitlist status if you do not have access to your email

CLASS, WORKSHOP, & TRAINING CANCELLATION & NO SHOW POLICY

- 12-hour notice is required for cancellation of any class or workshop and 24-hours for personal training
- If you are unable to cancel class or a workshop outside the cancellation window, or no show, your account will be charged a late cancellation fee
- **The late cancellation/no-show fee is \$21+gst for in-studio classes and workshops**
- **The late cancellation/no-show fee is \$5+gst for virtual classes and workshops**
- If you are unable to cancel a personal training session outside the cancellation window, or no show you will lose the session

MEMBERSHIP CANCELLATION POLICY

- All monthly unlimited memberships can be cancelled with 30-days notice after the 3-month minimum term as denoted in the monthly unlimited agreement
- A membership may be cancelled in the event the client moves further than 30km away from a BPM location. Government proof of address change must be submitted to BPM Management with minimum 30-days notice
- A membership may be cancelled with a Doctor or Nurse Practitioner's note that stipulates the client cannot continue their membership due to a mental or physical condition with 30-days notice
- Annual memberships may be cancelled at any time subject to a cancellation fee equal to \$300 for 1-year unlimited memberships and \$400 for 2-year unlimited memberships

PUNCH CARDS

- All punch cards expire 12-months after the date of first use
- Punch cards are good for in-studio classes and virtual classes
- Punch cards cannot be shared
- In the event of a late cancellation or no show, the client will keep the punch but be subject to the late cancellation fee

REFUNDS

- BPM Indoor Cycling Inc. has a no-refund policy for any online and in-studio purchases including but not limited to memberships, punch cards, workshops, product, and merchandise

LINKS TO 3RD PARTY WEBSITE

The BPM Indoor Cycling Inc. website, www.bpmvictoria.com may contain links to 3rd party websites that are not owned or controlled by BPM. BPM Indoor Cycling Inc. does not accept any responsibility for the content or practices of the 3rd party websites.