Terms and Conditions

This document replaces all previous versions of the Wildsoul Wellness Terms and Conditions and takes effect from 18 October 2026.

These Terms and Conditions govern your membership, class bookings, recovery services, naturopathy consultations, retail purchases and gift vouchers with Wildsoul Wellness. By purchasing a membership, booking a class or recovery session, or attending a Wildsoul Wellness studio, you agree to be bound by these Terms.

1. Definitions

- "Wildsoul Wellness", "we", "us" and "our" mean Wildsoul Wellness Group and its studios.
- "You" and "member" mean the person receiving goods or services from Wildsoul Wellness.
- "ACL" means the Australian Consumer Law, Schedule 2 of the Competition and Consumer Act 2010 (Cth).
- "Studio" means any physical Wildsoul Wellness location.
- "Recovery modalities" means Infrared Sauna, Contrast Therapy, Compression Boots, Red Light Therapy, the Community Magnesium Bath (where available), and any other recovery service we offer at a studio from time to time.
- "Heat-based modalities" means Hot Mat and Heated Pilates classes, Infrared Sauna, the heated phase of Contrast Therapy, and the Community Magnesium Bath (where available).

2. Membership and Renewals

2.1 Memberships start on the date of purchase and automatically renew unless you provide 30 days' written notice (4 debits) to cancel, sent to your

studio's nominated email address. Please refer to your studio's page for the relevant contact details.

2.2 We may add, remove or change membership options at any time. Any change will not affect an existing agreement except as set out in clause 8 (Changes to Memberships, Fees and Services).

2.3 "Unlimited" access under a Wildsoul Wellness membership means unlimited bookings within the class and modality limits set out in these Terms, including the heat-based modality limit in clause 5.8. It does not mean you may disregard the safety limits or guidance set out in these Terms or given by staff.

2.4 Multi-Site Membership. Some memberships allow you to attend classes and use recovery modalities at more than one Wildsoul Wellness studio (a Multi-Site Membership). Your Multi-Site Membership, including your billing, remains linked to the studio at which you originally signed up (your home studio), unless transferred under this clause. We review usage of Multi-Site Memberships every 6 months. If that review shows you have attended a different Wildsoul Wellness studio more than your home studio over that period, we may transfer your membership and billing arrangement to that studio as your new home studio.

3. Cooling-Off Period

3.1 New members have a 7-day cooling-off period from the date of purchase to cancel for a refund, less any joining fees or promotional items already provided.

4. Minimum Age and Minors

4.1 You must be at least 16 years old to hold a Wildsoul Wellness membership. Members under 18 require a parent or guardian to read and agree to these Terms on their behalf.

4.2 You must be at least 16 years old to use any Recovery modality, regardless of membership status, due to the physiological risks these modalities can carry for younger bodies.

5. Health, Safety and Screening

5.1 You confirm you are fit to exercise and understand that Wildsoul Wellness trainers and front of house staff cannot give medical advice.

5.2 You accept responsibility for your health during any class or recovery session and agree to stop and notify staff if you feel unwell.

5.3 Please do not attend a studio if you have flu-like symptoms or any communicable illness.

5.4 Before your first class or recovery session, you must complete Wildsoul's Pre-Exercise and Recovery Screening declaration. You are responsible for notifying staff, and updating your declaration, if your health status changes in a way that may affect your ability to safely participate in any class or recovery modality.

5.5 Wildsoul Wellness may request a medical certificate or health management plan, may require medical clearance, and may decline or modify your participation in any class or recovery modality, based on your screening responses or information disclosed to staff.

5.6 Recovery modality contraindications. Recovery modalities may not be suitable for you if you have a cardiovascular condition, are pregnant, have a pacemaker or other implanted medical device, have epilepsy, have open wounds, skin infections or recent sunburn, have low blood pressure, have a known sensitivity or allergy to magnesium sulfate (Epsom salts), or have any other condition disclosed in your screening declaration. If in doubt, consult your medical practitioner before use and speak with Wildsoul staff.

5.7 Hands-on adjustments. Wildsoul Pilates and yoga instructors may use hands-on adjustments to support your form and safety during a class. It is your responsibility to tell your instructor before class if you do not wish to be touched or physically adjusted.

5.8 Heat-based modality limit. You may undertake a maximum of one heat-based modality per calendar day across all Wildsoul Wellness studios. Heat-based modalities must not be booked or undertaken back to back, and a recovery interval is required between sessions. This limit applies regardless of membership type and cannot be waived by front of house staff. This limit applies whether or not your membership is described as “unlimited”; see clause 2.3.

5.9 Community Magnesium Bath. The Community Magnesium Bath is a heated, shared bathing facility available at select studios and is a heat-based modality for the purposes of clause 5.8. Please shower before entering the bath. Swimwear is mandatory for all users, with no exceptions.

5.10 By booking a class or recovery session, you confirm that you are feeling healthy and well. If you become unwell before your session, you must cancel your booking.

5.11 These activities are intended for general wellbeing and recovery only. They are not medical treatments, are not intended to diagnose, treat or cure any disease, and are not a substitute for medical advice.

6. Payments

6.1 Memberships are paid weekly via direct debit

6.2 You are responsible for ensuring your payment details are correct and that sufficient funds are available.

wildsoul
WELLNESS

7. Failed Payments

7.1 If a payment fails, your membership will be suspended until payment is made.

7.2 We will make reasonable efforts to contact you about a missed payment before taking further action.

7.3 You are responsible for any fees incurred by us as a result of a failed transaction.

8. Changes to Memberships, Fees and Services

8.1 We may update these Terms, fees, services or studio opening hours by giving you 28 days' written notice.

8.2 Fees will not increase within your first 4 weeks of membership, but may increase after that period with notice as above.

8.3 If a change under this clause is materially unfavourable to you, you may cancel your membership without the standard 30-day notice period by notifying us in writing within 14 days of the change taking effect.

9. Suspensions and Cancellations

Suspensions

9.1 Must be requested in writing, with at least 3 business days' notice, to your studio's nominated email address (see your studio's page for details).

9.2 Minimum 1 week, maximum 4 weeks per 12-month period, applied in full-week increments only. Additional suspension time is $10 per week. Suspensions under this clause apply to direct debit memberships only; see clause 10.4 for paid-in-full memberships.

Cancellations

9.3 There is no lock-in period. You may cancel your membership at any time with 30 days' written notice (4 debits), sent to your studio's nominated email address (see your studio's page for details).

9.4 Members cannot cancel while on suspension.

9.5 We do not accept verbal cancellations. Cancellations must be made in writing, to protect both you and the studio.

10. Paid-in-Full Memberships and Session Packs

10.1 Paid-in-full memberships and session packs are non-refundable after the cooling-off period, except where a refund is required under the Australian Consumer Law.

10.2 You may transfer a paid-in-full membership to another person for a $30 transfer fee. Direct debit memberships are personal to you and cannot be transferred to another person.

10.3 Session packs are non-transferable.

10.4 Paid-in-full memberships cannot be suspended or paused.

11. Studio Etiquette and Conditions of Entry

11.1 All sessions must be pre-booked.

11.2 A late cancellation, within the notice period specified by your studio, incurs a $10 fee, automatically deducted. A no-show incurs a $15 fee, automatically deducted. Late cancellation windows vary by studio; please refer to the cancellation policy displayed at your studio and in Mindbody.

11.3 On a session pack, a late cancellation or no-show forfeits the session.

11.4 Please wear appropriate activewear. Grip socks are required for all Reformer sessions. For hot mat classes, you must bring, hire or purchase a towel.

11.5 Recovery area conduct. Please shower before using any Recovery modality, and do not use shared recovery facilities if you have an open wound, skin infection or communicable illness.

11.6 No drugs, alcohol or anti-social behaviour is permitted at any studio. We may cancel a membership for a breach of this clause.

11.7 You must comply with all reasonable directions given by Wildsoul Wellness staff relating to health, safety and the operation of a studio. We may stop, pause or modify your session at any time if staff reasonably believe continuing would present a health or safety risk.

11.8 Community Magnesium Bath conduct. Swimwear is mandatory in the Community Magnesium Bath at all times, with no exceptions. Sessions may run as open communal sessions or as private group bookings, as advertised at your studio; please book and attend the session type you intend to use. Please be considerate of other members sharing the bath, keep noise and behaviour appropriate for a shared communal space, and do not bring glass containers, food or alcohol into the bath area. The minimum age requirement in clause 4.2 applies.

12. Personal Belongings and Image Use

12.1 Wildsoul Wellness is not responsible for the loss of, or damage to, personal belongings brought into a studio.

12.2 We may photograph or record video at a studio for promotional use on our website, social media and marketing materials. Please tell staff if you do not want to be featured, and we will remove any existing content on request. This consent is revocable by you at any time.

wildsoul
WELLNESS

13. Risk, Waiver and Your Consumer Guarantee Rights

13.1 You understand that classes and recovery sessions at Wildsoul Wellness may be physically strenuous, and you voluntarily participate with full knowledge that there is a risk of personal injury, loss or death.

13.2 To the extent permitted by law, you release Wildsoul Wellness and its team from liability for injury, loss or damage arising from your participation in any class or recovery session, except where that loss or damage is caused by Wildsoul Wellness's gross negligence.

13.3 Nothing in these Terms excludes, restricts or modifies any right you have under the Australian Consumer Law that cannot lawfully be excluded, restricted or modified, including your rights to services performed with due care and skill.

13.4 By booking or attending a class or recovery session, you confirm you have read, understood and agreed to this clause and to clause 5 (Health, Safety and Screening).

14. Health Information and Privacy

14.1 Naturopathy consultations and the Pre-Exercise and Recovery Screening involve the collection of sensitive health information. This information is collected, stored and used in accordance with our Privacy Policy, available on our website.

14.2 Your health information is used only to provide safe and appropriate services to you, and is not shared outside Wildsoul Wellness without your consent, except where required by law.

15. Emergency Evacuation

15.1 In the event of a fire, medical emergency or other incident requiring evacuation, please follow the instructions of Wildsoul staff and the emergency procedures displayed at your studio.

16. Events Beyond Our Control

16.1 Wildsoul Wellness is not liable for any delay or failure to provide services where this is caused by an event beyond our reasonable control, including natural disaster, extreme weather, power or utility failure, industrial action, or government restriction. Where such an event continues for an extended period, we may suspend or adjust affected services and will communicate with members as soon as reasonably possible.

17. Gift Vouchers

17.1 Gift vouchers may be purchased online or in-studio and are issued in Australian dollars.

17.2 Gift vouchers are valid for 3 years from the date of purchase, in accordance with the Australian Consumer Law. Any unused balance after the expiry date will not be refunded.

17.3 Gift vouchers can be redeemed for memberships, classes, recovery sessions, retail products and naturopathy consultations at any Wildsoul Wellness studio. Gift vouchers cannot be used to purchase additional gift vouchers.

17.4 Gift vouchers are not refundable or redeemable for cash, except where required by law.

17.5 Gift vouchers should be treated as cash. Wildsoul Wellness is not responsible for lost, stolen or damaged gift vouchers and cannot provide refunds or replacements in these circumstances, except where a voucher is shown to be faulty due to our error.

17.6 For balance enquiries or to redeem a gift voucher, contact the studio at which it was purchased, or admin@wildsoulwellness.com.au.

17.7 These gift voucher terms do not affect your statutory rights under the Australian Consumer Law.

18. Governing Law

18.1 These Terms are governed by the laws of Victoria, Australia, and you submit to the non-exclusive jurisdiction of the courts of that State.

19. Termination by Wildsoul Wellness

19.1 We may suspend or terminate your membership, with written notice, if: (a) you breach these Terms, including clause 11.6; (b) a payment remains unresolved after a reasonable period following suspension under clause 7; (c) your conduct poses a safety risk to staff, instructors or other members; (d) we reasonably suspect fraud, misuse of your membership, or sharing of your account with another person; (e) the studio at which you hold your membership permanently closes; or (f) your pattern of use of your membership, including combining or repeating multiple classes or recovery modalities in a way that disregards the safety limits set out in these Terms (such as clause 5.8) or guidance given by staff, puts your own health or safety at risk.

19.2 Where reasonably practicable, we will give you an opportunity to respond before terminating your membership under this clause. This does not apply where an immediate safety risk requires us to act without delay.

19.3 Termination under this clause does not affect any consumer guarantee rights you may have, or any refund owed to you under the Australian Consumer Law.

20. General

20.1 If any part of these Terms is found to be unenforceable, the remainder will continue to apply.

20.2 These Terms may be updated from time to time in accordance with clause 8. The version published on our website at the time of your booking or purchase applies.

20.3 Questions or concerns about these Terms can be directed to your studio or to admin@wildsoulwellness.com.au.