



# Summary of Membership Terms and Conditions Update

**April 2025:** The membership terms and conditions have been updated to reflect our transition from our existing online booking system, Zen Planner, to the new one, MindBody. Most of the changes reflect the improved functionality of the new booking system.

Section	Before	Now	Why the change
Membership duration	<p>Minimum commitment: 12 weeks</p> <p>12 week cycle</p> <p>Auto-renew at the end of the 12 week cycle</p> <p>Payment every 4 weeks</p>	<p>Minimum commitment 12 weeks</p> <p>1 year cycle</p> <p>Auto-renew at the end of the 1 year cycle</p> <p>Payment every 4 weeks</p>	<p>The 12 week cycle was the only way in Zen Planner that we could offer more than 4 weeks before classes expired. But it was a bit confusing. The 1 year cycle with a 12 week minimum makes things simpler, and you still get longer than 4 weeks to use classes</p>
Pricing	<p>Pricing to be reviewed each quarter in accordance with CPI</p>	<p>Pricing to be reviewed at end of each financial year in accordance with CPI</p>	<p>Rent increases with CPI at the end of each financial year (one of our most significant costs).</p>
	<p>Pricing specified for each membership level</p>	<p>Pricing no longer specified</p>	<p>To avoid disruption associated with CPI price increase</p>
	<p>Payment processor was Ezidebit, who charged a \$14.80 fee if auto payment failed</p>	<p>Payment processor is MindBody (powered by Stripe)</p> <p>No fee for failed payments</p> <p>Mind Body will attempt to deduct failed payments every 24 hours</p>	<p>This is function of the two different systems</p>
	<p>Automatic email sent to advise you when your credit card is about to expire so you can contact us to update</p>	<p>Expired credit cards automatically updated so you don't have to do anything</p>	<p>Functionality of the system</p>
Entitlements / Benefits	<p>All class credits for 12 weeks issued at the start of your 12 week cycle, and all unused class credits expired at the end of the 12 weeks</p>	<p>Class credits issued every 4 weeks, valid for 8 weeks</p>	<p>Functionality was not available in Zen Planner for roll over, so the 12 week cycle was a manual work around.</p>
Changes to membership	<p>\$10 admin fee for membership hold.</p> <p>No fee for cancellations</p>	<p>\$10 admin fee for membership hold and cancellation</p>	<p>Significant time by Support Team processing holds and cancellations, having a fee for only holds meant there was a disincentive to hold the membership and cancel instead, which meant all unused class credits already paid for would be lost</p>



# Membership Terms & Conditions

## 1 Membership duration

When you sign up for a Membership Plan with Dragonfly Dance, you commit to at least 12 weeks of membership. After 12 weeks, your membership will continue for a period of one year, and can be cancelled, put on hold, or downgraded. Payments will be deducted every 4 weeks. You may make changes to your membership after the 12-week initial commitment (refer to Section 5 for details).

## 2 Membership levels

There are five different membership levels to choose. Details can be found on our website at [www.dragonflydance.com.au/membership](http://www.dragonflydance.com.au/membership).

## 3 Pricing and payment

### 3.1 Payment options

You can choose to pay via credit or debit card, or direct debit through MindBody Payments (powered by Stripe).

### 3.2 Payment instalments

Payments will be automatically deducted from your nominated credit card or bank account every four weeks on the same day of the week as when your membership started.

### 3.3 Investment

Membership fees are published on the Membership page of our website ([www.dragonflydance.com.au/membership](http://www.dragonflydance.com.au/membership)).

Membership fees will be adjusted in accordance with the Consumer Price Index (CPI) at the end of each financial year.

### 3.4 Variation to prices

Fees are subject to change in the event of changes to our costs. You will be advised in writing if this occurs, and an explanation will be provided.

### 3.5 Concession prices

A 10% discount is available for people with a seniors, pensioner, or full-time student card.

If you wish to access the concession price, please obtain a discount code from us before setting up your membership (as it can't be added retrospectively and the membership would need to be cancelled and a new one setup).

To access the concession price, a copy of your concession card must be provided, and you will be provided with a discount code. You can show your card to a member of our reception

team or you send a copy a copy via email ([support@dragonflydance.com.au](mailto:support@dragonflydance.com.au)). Concessions will not be back dated.

### 3.6 Payment service provider

Your payments will show up on your credit card or bank account statement as being to 'MindBody Payments (powered by Stripe), or either Dragonfly Dance or Move Through Life Pty Ltd (trading as Dragonfly Dance).

### 3.7 Failed payments

If there are insufficient funds in your nominated account, MindBody Payments will continue to attempt to collect payment every 24 hours. If payment is not completed within 30 days, a 10% late payment fee will be applied in accordance with our Failed Payments and Autorenewal Policy.

### 3.8 Credit card expiry

MindBody Payments can automatically update expired credit card details. If your card is nearing expiry, you will be notified, but there is no need to manually update it unless the card is declined.

### 3.9 Late payment fee

If your payment fails, you will receive a notification. MindBody Payments will make further attempts to collect the payment every 24 hours. If payment remains unresolved after 30 days, a 10% late payment fee will be charged, in accordance with our Failed Payments and Autorenewal Policy.

## 4 Entitlement / Benefits

### 4.1 Class credits

At the beginning of your membership, you will be issued with class credits based on your membership level. These class credits are valid for 8 weeks after they are issued. If unused, they will expire.

### 4.2 Duration of valid class credits

You must use your class credits within 8 weeks of the date they are issued. Class credits that are unused at that time will expire. If you have booked a class but cannot attend, please cancel within the booking timeframes (at least 1 hour before the class starts).

## 5 Changes to membership

### 5.1 Notice period for changes to your membership

You may cancel, hold, or downgrade your membership after the first 12 weeks. Please provide 14 days' notice for changes to your membership. You are able to access online forms for this purpose at [www.dragonflydance.com.au/online-forms](http://www.dragonflydance.com.au/online-forms).

## 5.2 Cancellation of membership

If you wish to cancel your membership, please complete the online cancellation form on the Customer Support Online Forms page of our website ([www.dragonflydance.com.au/online-forms](http://www.dragonflydance.com.au/online-forms))

The cancellation form must be submitted at least 14 days before your next payment is due. No refund will be issued for your most recent payment, even if you haven't used all your credits or if you fail to provide 14 days' notice. There will be a \$10 fee for cancelling your membership unless it occurs at the end of the one year contract.

## 5.3 Downgrading or upgrading membership

If your circumstances change and you wish to downgrade or upgrade your membership, please fill out the Membership Upgrade/Downgrade form on the Customer Support Online Forms page of our website.

Upgrades will take effect the day they are processed, and any remaining balance from your original membership will be applied to the new membership. Downgrades will take effect the day before your next payment is due. Unused credits will expire at the time of the downgrade.

## 5.4 Putting your membership on hold

If you need to temporarily stop attending classes for 1 month or longer, you can put your membership on hold. Please complete the online hold request form on the Customer Support Online Forms page.

While your membership is on hold, no payments will be deducted, and unused credits from your previous payment period will be available when your hold ends. However, you cannot use any credits while on hold.

### *Hold conditions:*

- You are only able to put your membership on hold once within a 12 month period
- Minimum hold period is one (1) month
- Maximum hold period is six (6) months
- There is a fee of \$10 to put your membership on hold
- It is your responsibility to be aware of when your membership is due to automatically reactivate.
- If you need to extend the hold, you will need to provide notice in writing seven (7) days before the membership is due to be re-activated
- If you haven't contacted us before your hold period is up, you will not be refunded for the latest membership payment

If you need to extend or otherwise amend the hold on your membership, please complete the Request Membership Hold Extension form available on the Customer Support Online Forms page of our website ([www.dragonflydance.com.au/online-forms](http://www.dragonflydance.com.au/online-forms)).

## 6 Bookings

You can book and cancel classes via MindBody's booking system or member app.

Cancellations must be made at least 1 hour before the class begins. If you fail to cancel within the required time, your class credit will be forfeited.

## 7 Changes to Membership Terms & Conditions

You will be notified via email of any changes to the membership terms and conditions. It is your responsibility to ensure that you are aware of these changes. Our terms and conditions are reviewed quarterly.