

# FAQ

# AWAKEN PILATES & YOGA

## 01 Can I put my membership on hold? How?

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Yes. All memberships can be put on a free hold for a maximum of 8 weeks in any given calendar year. This can be extended if required for medical reasons with proof in the form of a medical certificate.

To request your membership to be placed on hold, please email your current studio with the start and end date of your hold.

## 02 Why has my payment failed and how do I fix it?

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There are a few reasons that your direct debit may fail to process. We have listed reasons below. If your direct debit fails you will receive both an email and text message from Awaken informing you of the reason your payment failed. Please reach out if we can assist with this in any way.

### 1. Insufficient funds

At the time the debit was taken, there was not enough funds in your account. Your debit is taken at 2am on the date of debit. Therefore, we recommend organising your debit to come out 1 – 2 days after pay day.

### 2. Invalid payment details

You have supplied us with the incorrect bank or card details. This can easily be rectified by changing your bank or card details in the app.

### 3. Expired card details

Your card has expired and can therefore no longer be used.

### 4. Your bank could not process this payment.

The transaction was refused by your bank. You will need to contact your bank for clarification.

### 5. Closed account

You closed your bank account. New account details will need to be supplied to Awaken through the app.

### 6. Suspected Fraud

Your bank has informed Awaken that you have reported a lost or stolen card.

## 03 I would like to cancel my membership, how do I do it?

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If you would like to cancel your membership with us you will need to let us know in writing via email.

### No-lock in, direct debit membership

It is a requirement that you give us 30 days notice in writing. Therefore, your 30 days will start the date we receive the email. Any payments due during the 30 days must be paid in full before your direct debit and membership will cease. You will continue to have access to the studio and classes during your cancellation period. Your account will not be closed until all dues are paid in full.

### Pay up front session packs

Your membership will automatically cease once the time period of your membership is complete.

## 04 Can I bring my friend to the studio with me??

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Bringing your friend into the studio for a class is great. Training with a friend can always make it more motivating. We do ask that your friend registers for a free trial and books a session so they don't miss out. Bringing a friend in, that is not a member, outside of timetabled classes is not permitted under any circumstances and will incur a \$100 fine.

For any further questions please see staff during staffed hours or email your questions to [info@awakenpilatesandyoga.com.au](mailto:info@awakenpilatesandyoga.com.au)