



## Wellness Pass: Terms & Conditions

1. **Pass Validity:** All classes included in the pass must be used by **20 December 2026**. No extensions will be permitted except where approved by the Club under these Terms & Conditions.
2. **Eligible Classes:** The pass is valid for Hollandse Club Wellness Program classes only.
3. **Refund Policy:** Refunds may be requested at any time after purchase, provided the member has not yet attended their first class. Once the first class has been attended, the pass is non-refundable, except where an exception is approved under the injury provision below.
4. **Injury Exception:** If a member purchases a pass and subsequently sustains an injury that prevents them from attending further classes during the pass validity period, an extension or refund may be considered at the Club's discretion. A valid medical certificate (MC) must be provided. Approval is not guaranteed.
5. **Free Trial Classes:** Each eligible member may redeem up to two free trial classes during the trial period from **26 October to 7 November 2026**. Both classes must be attended within this period and selected from available classes. Unused free trial classes will expire after this period and cannot be carried forward, exchanged or redeemed for cash.
6. **Availability of Free Classes:** Free trial classes are subject to availability and are not guaranteed. Places are allocated on a first-come, first-served basis.
7. **Paid Classes After Free Trials:** Once both free trial classes have been used, members must pay the applicable fee for any additional class attended, even if the class takes place within the free trial period.
8. **Guest Policy During Trial Period:** Priority during the trial period from 26 October to 7 November 2026 is given to members. Guests may register their interest to be placed on a waitlist and will be contacted if a place becomes available. Guests who are offered a place must pay the applicable class fee and guest fee.
9. **Payment for Passes:** Passes must be paid for in full and upfront at Reception before use.
10. **Payment for Drop-In Classes:** Payment for all drop-in classes must be made at Reception before the class. Drop-in class fees cannot be charged to a member's account.
11. **Reception Check-In:** All pass holders must check in at Reception before attending every class.

12. **Class Registration and Cancellation:** Members must cancel their registration at least **24 hours before the scheduled start time** of each class. Cancellations made less than 24 hours before the class, or failure to attend, will be treated as a late cancellation or no-show and will not entitle the member to a refund, credit, or replacement class. For pass holders, the class will be deducted from their pass.
13. **Late Entry:** For safety reasons, entry may be refused more than 10 minutes after the class has started.
14. **Missed Classes:** Missed classes are non-refundable and cannot be replaced or carried forward, except where otherwise approved by the Club under these Terms & Conditions.
15. **Class Minimums:** From now until 20 December 2026, all scheduled classes will proceed regardless of the number of registered participants. No minimum participant requirement applies during this period.
16. **Participation at Own Risk:** Participants join at their own risk and should inform the instructor of any injuries, pregnancy, or medical conditions before class. The Club is not liable for any injury during classes.
17. **Men-Only Class:** Sport Stretch Flex & Flow is a men-only class.
18. **Non-Transferable:** Passes are non-transferable and may only be used by the member who purchased them, unless otherwise approved by the Club.
19. **Class Changes and Cancellations by the Club:** The Club reserves the right to amend class schedules, instructors, or locations where necessary. If a class is cancelled by the Club, an appropriate alternative will be communicated to affected members.
20. **Club Rules:** All participants must comply with the Club's rules, facility guidelines, and instructions from staff and instructors.