

Vikasati Toowoomba Foundation Membership Terms and Conditions

We try to be pretty human about things here at Vikasati. To ensure that it's fair on you and us, we've created some simple terms and conditions for our memberships.

Your membership is also subject to our standard Terms of Use for the Bath House and Code of Conduct, which are provided to members on entry and that are accepted before entering the Sanctuary. Those terms, as amended from time to time, are incorporated into this agreement.

1. YOUR MEMBERSHIP

1.1. Your membership will begin on the day you sign up. This will cover your first week once we are officially open. The second payment will then automatically be processed 7 days after we open and on that same day each week thereafter in accordance with the Membership Package selected (see clauses 2 & 3). We will provide 14 days notice prior to our open date via email.

1.2. Your Toowoomba Foundation membership credits are to be exclusively used at our Toowoomba location and cannot be used at any other Vikasati locations.

1.3. As a Foundation member, during the first 30 days from our official open date, you can bring guests along with you to the bathhouse and their sessions will be free. Your sessions will use your membership credits or discounted price for additional sessions (\$25).

1.4. As a Foundation member, you will receive a free Vikasati sauna hat on arrival at your first session.

2. MEMBERSHIP PACKAGES

2.1. The BALANCE Foundation membership provides 1 credit each week to the Sanctuary and has no minimum term, with the weekly ongoing membership continuing until cancelled in accordance with our cancellation policy (see clause 6). Any additional sessions are discounted at \$25 / session.

2.2. Each credit grants you one session at the Sanctuary at Vikasati Toowoomba. Foundation membership credits are not applicable at our other locations.

3. FEES AND BILLING

3.1. Our current membership fees may be viewed at <https://www.vikasati.com.au/vikasaticlub/>.

3.2. We may vary the fees at any time by giving you at least one month's notice. Any revised fees will take effect as of the next billing cycle after the expiry of the notice period.

3.3. Fees for the BALANCE membership will be billed on a weekly basis (every 7 days).

3.4. You authorise us to charge the fees on a recurring basis using the payment method provided at the time of creating your Membership. You warrant that you are the authorised holder of the nominated payment method and that the information provided is accurate and up to date. It is your responsibility to ensure that sufficient funds are available in your account at the time of each debit. If a payment is declined, we may charge a dishonour fee and/or suspend your access to the Sanctuary until payment is received. You must notify us immediately if your payment details change.

4. CANCELLATION OR NON-ATTENDANCE TO SESSIONS

4.1. You may cancel your booking without penalty by giving us at least 6 hours' notice. Notice must be given through our app or by following the link in the appointment confirmation email.

4.2. Late cancellations or non-attendances will attract a cancellation fee equal to 100% of the fees for that session.

4.3. For BALANCE members your credit will be used first. If there are no credits left the club discounted session rate will be charged.

4.4. Cancellation fees may be charged to your nominated payment method.

5. MEMBERSHIPS NOT TRANSFERABLE

5.1. Your membership is personal to you and session credits are not transferable, so unfortunately it can't be shared with others.

6. CANCELLATION OF MEMBERSHIP

6.1. To cancel your membership at any time please complete our

cancellation request form at <https://www.vikasati.com.au/membership-cancellation/>. All cancellations must be made via this form.

6.2. Cancellation of your membership requires a minimum of 7 days notice prior to your next renewal date. Once your membership is cancelled, any unused credits are forfeited, and no refunds apply.

7. PAUSING YOUR MEMBERSHIP

7.1. To pause your BALANCE membership, please complete our pause form at <https://www.vikasati.com.au/membership-pause/>. Pause periods require 3 days notice prior to your next weekly renewal date. You will be charged \$3 every week your membership is on pause in line with your regular billing cycle. The pause cannot occur within the minimum term. Any unused credits roll over each payment cycle and can be used at a later date, so long as you have an active membership.

7.2. During a pause, no credits will accrue and you may not use any credits. Any unused credits will remain available for use on reactivation of your membership.

8. VARIATION

8.1. We may vary these membership terms at any time by giving you at least 2 weeks' notice by email. If you do not agree to the variation, you may cancel your membership in accordance with clause 6.

Updated 20/01/2026