VIKASATI

TOOWOOMBA FOUNDATION MEMBERS

Foundation Upgrade Terms

BALANCE PLUS and RESTORE Foundation memberships

We try to be pretty human about things here at Vikasati. These terms sit alongside the Vikasati Toowoomba Foundation Membership Terms and Conditions you accepted when you joined. They cover what changes when you upgrade to a BALANCE PLUS or RESTORE Foundation membership.

Everything in your Foundation terms still applies, unless these terms say otherwise.

KEY THINGS TO KNOW

1. **Upgrade before we open.** Foundation upgrade pricing is only available for upgrades submitted before we open on Saturday 21 November 2026.
2. **One charge now, your new rate from 28 November.** When we process your upgrade, we'll charge the difference between your current weekly rate and your new one, once. Your new weekly rate starts 7 days after we open, on Saturday 28 November 2026.
3. **Foundation pricing stays with you while your membership is active.** If you cancel, you lose Foundation pricing and it can't be reinstated. Rejoining later is at our standard rates.
4. **Upgrade before we open to move between Foundation options any time.** If you upgrade before Saturday 21 November 2026, you can switch between BALANCE, BALANCE PLUS and RESTORE at Foundation rates while your membership is active, with 3 business days' notice. After we open, Foundation members who haven't upgraded keep their Foundation BALANCE rate, and can move to BALANCE PLUS or RESTORE at our standard rates.

1. ABOUT THESE TERMS

1.1. These terms apply to Toowoomba Foundation members who upgrade to a BALANCE PLUS or RESTORE Foundation membership (your "Upgraded Membership").

1.2. Your Upgraded Membership remains subject to the Vikasati Toowoomba Foundation Membership Terms and Conditions (updated 20/01/2026) and our standard Terms of Use for the Bath House and Code of Conduct. If anything in these terms is inconsistent with your Foundation terms, these terms apply.

2. MEMBERSHIP PACKAGES

BALANCE PLUS FOUNDATION
$39 / week
2 credits each week · Normally $49

RESTORE FOUNDATION
$69 / week
Up to 7 sessions each week · Normally $84

2.1. The BALANCE PLUS Foundation membership provides 2 credits each week to the Sanctuary at Vikasati Toowoomba.

2.2. The RESTORE Foundation membership provides up to 7 Sanctuary sessions each week at Vikasati Toowoomba.

2.3. Upgraded Memberships have no minimum term. They continue weekly until cancelled in accordance with clause 6 of your Foundation terms.

2.4. Unused BALANCE PLUS credits roll over each payment cycle and can be used later, so long as your membership is active. Unused credits are forfeited on cancellation and no refunds apply.

3. UPGRADE PRICING AND BILLING

3.1. Foundation upgrade pricing is only available for upgrade requests submitted through our Toowoomba Foundation upgrade form before we open on Saturday 21 November 2026. Upgrades requested after this date are charged at our standard membership rates.

3.2. When we process your upgrade, we'll charge a one-off payment equal to the difference between your current weekly Foundation rate and your new weekly rate. This covers your first week once we're officially open.

3.3. Your new weekly rate is then charged 7 days after we open, on Saturday 28 November 2026, and every 7 days after that, using your nominated payment method.

3.4. If you upgrade before we open on Saturday 21 November 2026, Foundation pricing applies to your BALANCE, BALANCE PLUS and RESTORE options for as long as your membership remains active. Foundation members who don't upgrade before we open keep their Foundation BALANCE rate, and any move to BALANCE PLUS or RESTORE after we open is charged at our standard membership rates.

3.5. If you cancel your membership, Foundation pricing ends and can't be reinstated. If you rejoin later, our standard membership rates apply.

4. GUESTS AND ADDITIONAL SESSIONS

4.1. During the first 30 days from our official open date, you can bring 1 guest with you to each of your sessions free of charge, as set out in clause 1.3 of your Foundation terms.

4.2. After that, BALANCE PLUS members receive $15 OFF each guest session and RESTORE members receive $20 OFF each guest session. Your guest must book the same session as you, and the discount is applied on arrival.

4.3. BALANCE PLUS members can book additional sessions at the discounted session rate ($24.50 / session).

5. CHANGING YOUR MEMBERSHIP

5.1. If you upgraded before we opened, you can move between BALANCE, BALANCE PLUS and RESTORE Foundation memberships at Foundation rates while your membership is active, including moving back down.

5.2. To change, complete our change of membership form at vikasati.com.au/change-of-membership. We need at least 3 business days' notice before your next billing date.

6. LATE CANCELLATIONS AND NON-ATTENDANCE

6.1. For BALANCE PLUS members, a credit is used first for any late cancellation or non-attendance. If there are no credits left, the discounted session rate is charged.

6.2. For RESTORE members, a $10 fee is charged for each late cancellation or non-attendance.

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

7. PAUSING YOUR MEMBERSHIP

7.1. BALANCE PLUS memberships can be paused in accordance with clause 7 of your Foundation terms, at a charge of $3 for every week your membership is on pause.

7.2. RESTORE memberships can be paused with 3 days' notice before your next weekly renewal date, at no charge, using our pause form at vikasati.com.au/membership-pause.

7.3. Pausing your membership doesn't end your Foundation pricing.

8. ACCEPTANCE

8.1. By submitting the Toowoomba Foundation upgrade form and ticking the acceptance box, you confirm you've read, understood and accept these terms, including the key things to know above.