Titan Pilates Membership Agreement

Titan Pilates Inc. · 1–91 Sandford Fleming Drive, Collingwood, Ontario L9Y 5A6

This agreement is between Titan Pilates Inc. and you, the client buying a membership through the Titan Pilates app (powered by ABC Glofox). It works alongside the Titan Pilates Studio Agreement, which covers all clients and purchases. That agreement contains the general safety, liability, conduct, media and booking rules. This agreement adds the rules specific to membership: benefits, payments, credit expiry, pauses, cancellation and membership eligibility. If a membership-specific rule differs from a general studio rule, the membership rule applies. Your rights under the law remain protected.

Your membership purchase details show your name, agreement date, selected services, number of credits or unlimited access, when services become available, membership start and end dates, 12-month commitment, price, HST, total cost, payment amounts and dates, renewal period and cancellation process. These details are part of this agreement. All prices are in Canadian dollars.

Your Rights under the Consumer Protection Act, 2002

You may cancel this agreement at any time during the period that ends ten (10) days after the later of the day you receive a written copy of the agreement and the day all the services are available. You do not need to give the supplier a reason for cancelling during this 10-day period.

In addition, there are grounds that allow you to cancel this agreement. You may also have other rights, duties and remedies at law. For more information, you may contact the Ministry of Consumer and Business Services.

To cancel this agreement, you must give notice of cancellation to the supplier, at the address set out in the agreement, by any means that allows you to prove the date on which you gave notice. If no address is set out in the agreement, use any address of the supplier that is on record with the Government of Ontario or the Government of Canada or is known by you.

If you cancel this agreement, the supplier has fifteen (15) days to refund any payment you have made and return to you all goods delivered under a trade-in arrangement (or refund an amount equal to the trade-in allowance).

1. Membership benefits and booking

Your membership includes the services and member pricing shown in your membership purchase details, plus advance booking access. For credit memberships, credits appear in your account 28 days before the related payment is due, allowing you to book eligible classes ahead of clients using regular packages. Early access is for booking only. Each set of credits has its own attendance start and expiry dates; receiving them early does not change those dates.

You book and manage your own places through the Titan Pilates app. No recurring spot is automatically reserved or guaranteed. The self-booking, waitlist, arrival and class-readiness rules in the Titan Pilates Studio Agreement apply.

You cannot sell or transfer your membership without Titan Pilates' written approval. Credits can only pay for sessions within their valid dates. Bookings affected by a pause or the end of membership depend on your payment and membership status.

Bring a Friend

You may use your available group-class credits for yourself and up to four friends in the same class, subject to space, using Add-a-friend. One credit is used per person. Reformer guests MUST have Reformer experience and Titan Pilates' approval before booking. Every guest must sign the Titan Pilates Studio Agreement before class, through the app. Unlimited membership does not include guest credits. The Studio Agreement's guest rules apply.

2. Group Classes

Group Reformer WARRIOR Memberships

Your membership purchase details show your Reformer credits and how long you have to use them. The 2027 options are 4, 8 or 12 credits every four weeks, or 45 credits over 12 weeks. You book available classes suited to your level. Membership does not reserve a regular weekly place.

Unlimited Membership

Unlimited membership includes eligible group Reformer and Mat classes during its four-week period, subject to availability and appropriate level. Private appointments, workshops and separately priced services are excluded unless listed in your membership purchase details. Access does not guarantee a class place. The Studio Agreement's 24-hour cancellation and five-minute class no-show rules apply. A $12 no-show fee applies to Unlimited members; there is no credit deduction. No separate late-cancellation fee is imposed by this agreement. Late cancellations and no-shows also count toward the thresholds in section 7.

Group Mat Memberships

Your Mat membership includes 4 or 8 credits every four weeks (28 days), as shown in your membership purchase details. Each set of credits is valid for four weeks (28 days) from its scheduled attendance start date. Unused credits expire at the end of that period and do not carry forward. Reformer classes and private appointments are not included unless your plan says otherwise. You book your own places, depending on availability.

3. Private Appointments

One-to-one Privates

Your membership provides 4 or 8 credits per four-week period for appointments with one instructor and one participant. Prices and credits apply per person. Appointment length and eligible services appear in your membership purchase details. Appointments require confirmed booking; a particular instructor or recurring time is not guaranteed.

Partner Privates

Your membership provides 4 or 8 credits per person per four-week period for appointments with one instructor and two named participants. Each participant purchases their own membership and uses one credit per appointment. Appointment length appears in the membership purchase details. Individual absences are handled under the cancellation rules below; the attending participant's agreed rate does not increase.

Small Group Privates

Your membership provides 4 or 8 credits per person per four-week period for appointments with one instructor and three or four named participants. Each participant purchases their own membership and uses one credit per appointment. Appointment length and the named group appear in the membership purchase details. Individual absences are handled under the cancellation rules below; the attending participants' agreed rates do not increase.

Private appointment cancellation rules

Each participant pays separately and uses one credit per appointment. A Partner or Small Group Private is one shared booking reserved for the named participants.

Situation	Rule
One-to-one Private cancelled at least 24 hours ahead	Credit returned with its original expiry date.
One-to-one Private cancelled less than 24 hours ahead, or missed	Credit lost.
Entire Partner or Small Group appointment cancelled at least 24 hours ahead	Each person's credit returned with its original expiry date.
Entire Partner or Small Group appointment cancelled less than 24 hours ahead, or missed	Each person loses their credit.
One participant cancels or is absent while others attend	The appointment goes ahead at the agreed price per person. Every participant uses a credit, including the absent participant, even if they gave advance notice. No separate make-up is included.
Request to reschedule a shared appointment	All participants and Titan Pilates must agree at least 24 hours before the original appointment. The new appointment must be available and fall within each person's credit expiry dates.

Individual absences do not reduce the cost or restore credits when the shared appointment proceeds. Participants who attend are not charged extra because someone is absent. The Studio Agreement's applicable no-show fee remains in effect. If Titan Pilates cancels the appointment, section 8 applies.

4. Annual commitment and credit validity

Use it or lose it: You must attend within the dates shown in your membership purchase details and account. Unused credits expire and are lost. They do not roll over, transfer to another person, turn into cash or reduce future payments, except for approved Add-a-friend use or another written exception. Booking before expiry does not let you attend after expiry. The pause rules, adjustments for studio cancellations and your rights under the law still apply.

Annual commitment: Every membership is a 12-month contract starting on the date shown in your membership purchase details. Payments and new credits during the year do not end or restart that contract.

Four-week billing: Four-week plans are charged every 28 days: 13 payments in 52 weeks, rather than 12 monthly payments. Reformer, Mat and Private credits normally last 28 days. The 45-credit Reformer plan has its own 12-week credit period and the payment dates shown in your membership purchase details. These details show your exact annual dates, payment dates, number of payments, total cost and how any final partial period is handled.

5. Payments and price changes

You authorize the recurring payments shown in your membership purchase details through Titan Pilates' payment provider. Enter your payment details in the app. If someone else pays, they must give their own payment authorization. Extra purchases need separate authorization.

If a membership payment fails, Titan Pilates notifies you in writing and gives you seven calendar days to arrange payment before suspending access, unless the law requires otherwise. Unpaid advance bookings may then be released. This seven-day membership grace period is an exception to the Studio Agreement's

general overdue-payment rule. This agreement adds no failed-payment fee.

Deleting the app, stopping attendance or stopping card payments does not cancel your membership. You may withdraw permission to charge your card, but must arrange another accepted way to pay amounts you still legally owe.

Titan Pilates may change prices for new purchases and future renewals. You receive written notice showing the new price, when it starts and how to decline renewal or cancel before the increase applies, as required by law. Your agreed price stays the same during a fixed commitment unless you expressly agree to a change or a legally required tax change applies. Increases do not apply to past purchases or payments.

6. Pauses and cancellations

Seasonal and vacation pauses: You may pause regular membership payments and new credits for up to 12 weeks total per membership year, shared across one or more trips, (not 12 weeks per trip). Pauses are taken in whole 28-day billing periods. Your regular billing schedule and annual renewal date stay the same. Text 705.351.3319 at least 28 days before the billing date you want to pause, and give a definite return date. Titan Pilates confirms the pause dates and payment restart date in writing. Existing credits keep their original expiry dates; a pause does not save or extend them.

Returning and taking extra pause time: Regular payments and new credits restart automatically on the confirmed billing date. If you return earlier, you may buy package credits to attend until regular billing restarts. Your membership schedule stays the same. Extra pause time beyond your combined 12-week annual allowance needs approval and costs $40 plus HST for each additional 28-day period. Each extension needs a definite return date and written confirmation. Pausing does not reserve a class place.

Cancellation and automatic renewal: Your membership automatically renews for another 12 months unless you give at least 30 calendar days' written notice before the current annual term ends. Required renewal notices and your legal right to decline renewal still apply. Text 705.351.3319 or email info@titanpilates.com. Notice does not release you early from the annual commitment; the medical and exceptional-circumstance rules below and your legal cancellation rights still apply. Simply stopping attendance is not notice. Where the law gives you a cancellation right, you may use any legally permitted notice method; Titan Pilates does not need to acknowledge your notice for it to be valid.

Unable to participate for medical reasons: You may ask to end membership early if a regulated health professional treating you confirms that you cannot safely participate for at least 30 consecutive days. Their note only needs to describe the restriction and expected duration, not your diagnosis. Membership ends when Titan Pilates receives your request and reasonable supporting confirmation, or on a later date you request. Future payments stop, and prepaid fees covering time after membership ends are refunded. There is no early-cancellation fee. Titan Pilates considers other reasonable supporting evidence and disability-related accommodation requests individually.

Any agreed early cancellation for other exceptional circumstances is recorded in writing, including the end date, final payment or refund. Your cancellation, refund and accommodation rights under the law remain protected.

7. Attendance and loss of membership

The Titan Pilates Studio Agreement's cancellation, credit-loss and no-show rules apply. Members must also text the studio at 705.351.3319 when cancelling a pre-booked class less than 48 hours before its start. Cancel in the app and text as soon as you cancel; verbal notice alone is insufficient. If the app is unavailable, text the studio directly. This extra notice rule does not change the 24-hour credit-loss deadline.

If you cancel at least 24 hours ahead, your credit is returned with its original expiry date, except where the Partner or Small Group rules apply. Cancelling less than 24 hours ahead or missing the session means losing the booked credit or paid session. No-shows also carry the Studio Agreement's $12 fee, even if someone else fills the place. Texting does not prevent these charges. Unlimited members lose no credit but pay the no-show fee. These incidents also count toward the limits below.

Titan Pilates may decline renewal and/or end your membership if you reach any of these limits:

- Missing text notice — three incidents: You cancel a pre-booked class less than 48 hours before it starts but do not also text the studio, or you miss the class without notice. Cancelling in the app alone does not meet the text-notice requirement.
- Late cancellations or missed classes — three incidents: You cancel less than 24 hours before class starts or miss the class. This counts even if you text the studio. A cancellation less than 24 hours ahead without a text, or a no-show without notice, counts toward both limits.
- Insufficient funds — two incidents: A scheduled membership payment is returned for insufficient funds, after notice and an opportunity to correct the payment. Repeated collection attempts for the same payment count as one incident; payment processor errors do not count.

Titan Pilates gives a written warning before you reach a limit and explains a decision not to renew in writing. An incident may count toward both attendance limits, but only once within each limit. Attendance and payment history may also affect membership eligibility in future years; it does not automatically reset at renewal. Titan Pilates decides how long you must wait before applying again and tells you that period in writing. Exceptional emergencies and disability-related accommodation are considered individually, and your rights under the law remain protected.

Serious harassment, abusive or unsafe behaviour, deliberately sharing membership or credits without permission, or repeatedly ignoring safety directions after a warning may also lead to membership ending. Titan Pilates may suspend participation immediately when needed for safety.

If Titan Pilates ends membership, future charges stop from the end date. Prepaid fees for services after that date are refunded, less amounts you legally owe for earlier services. Titan Pilates does not keep charging for access it has withdrawn.

8. Studio cancellations and service changes

Titan Pilates may provide a different suitably qualified instructor. If the studio cancels a confirmed class or appointment, your credit is returned and the cancellation does not count against you. You receive a reasonable chance to use the credit, with an expiry extension if needed. If a suitable replacement is not reasonably available, Titan Pilates refunds the amount for that cancelled service. For Unlimited members, the solution reflects the access lost.

Planned closures are explained before you join. If Titan Pilates significantly reduces or cannot provide the services you purchased, you may accept a suitable alternative or end the affected services without penalty. Related future charges stop, and prepaid fees for services not provided are refunded. Refunds under this section are issued within 15 days after you choose a refund. Any greater rights you have under the law still apply.

9. Participation and notices

Complete the Titan Pilates Studio Agreement before attending. Its health, safety, clothing, equipment and conduct rules apply to members. Membership does not guarantee a particular physical result.

This agreement adds no extra liability waiver or obligation to cover claims against the studio. Optional media permission is recorded in the Studio Agreement or an accepted Media Release; it is not required for

membership. Permission for promotional emails is separate.

Keep your contact details current. Titan Pilates sends account and renewal notices to those details. Routine membership requests may be emailed or texted; the additional class-cancellation text requirement remains as stated in section 7.

Titan Pilates sends the renewal notices, agreement copies and other information required by law, including notice 30 to 90 days before expiry where required. Automatic renewal only applies when those requirements are met. You may decline renewal before it starts; an ordinary notice deadline does not override your legal rights. Changes during an agreed fixed term need written agreement, except for changes lawfully allowed above.

Ontario and applicable Canadian federal law apply. Your rights under the law remain protected. If one term cannot be enforced, the remaining lawful terms still apply. These membership terms replace earlier communications on the same subject only where the law allows.

10. Electronic acceptance

I have read and accept this agreement and my membership purchase details, including my selected membership, credit dates, payment schedule, 12 month commitment, annual automatic renewal, cancellation and pause rules, fees, self-booking requirements and membership eligibility rules. I authorize the recurring payments shown. Titan Pilates gives me a completed copy of the agreement and membership purchase details that I can keep.

Company information

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