

Terms & Conditions

Last updated: June 2026

1. Introduction

These Terms and Conditions ("Terms") govern your access to and use of services provided by The Jungle Body Sydney ("The Jungle Body", "we", "us" or "our"), including attendance at classes, purchase of memberships and class passes, use of our booking platform, and any related services.

By purchasing a membership, class pass, or booking a class, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you must not use our services.

These Terms are governed by the laws of New South Wales, Australia. Our services are intended for persons aged 18 years or older. Persons under 18 may attend classes only when accompanied by a parent or legal guardian who is present for the duration of the class. The accompanying adult must be a current member or have purchased a valid class credit, and both the minor and the accompanying adult are bound by these Terms.

2. Booking & Scheduling

2.1 Booking Platform

All class bookings are made through Momenca, our third-party booking platform. By using Momenca you also agree to Momenca's own terms of service and privacy policy, available at momenca.com. The Jungle Body is not responsible for any interruption, error, or failure of the Momenca platform.

2.2 Making a Booking

Classes must be booked in advance via Momenca, either through our website, the Momenca app, or such other booking channels as we make available from time to time. Bookings are subject to availability and are confirmed only upon receipt of full payment or a valid membership entitlement.

2.3 Waitlists

If a class is full, you may join the waitlist via Momenca. You will be automatically added to the class and notified if a spot becomes available. It is your responsibility to ensure your notification settings in Momenca are active. We do not guarantee that waitlisted spots will become available.

2.4 Timetable Changes

We reserve the right to modify, cancel, or reschedule classes at any time. Where reasonably practicable, we will provide advance notice of changes via email or our website. We are not liable for any loss or inconvenience arising from timetable changes.

3. Cancellations & No-Show Policy

3.1 Cancellation Window

You may cancel a booked class up to 24 hours before the scheduled start time without penalty, via Momence. Cancellations made within 24 hours of the class start time are considered late cancellations.

3.2 Late Cancellations

A late cancellation will result in the forfeiture of one class credit from your pass or, for members, a late cancellation fee as notified in our current fee schedule. We reserve the right to update late cancellation fees from time to time with reasonable notice.

3.3 No-Shows

If you fail to attend a booked class without cancelling (a "no-show"), one class credit will be forfeited from your pass or a no-show fee will apply to your membership. Repeat no-shows may result in suspension of your ability to book in advance.

3.4 Class Cancellations by Us

If we cancel a class, you will be notified as soon as reasonably practicable and your class credit will be restored in full, or an alternative class will be offered. We will not be liable for any loss beyond the restoration of the applicable credit.

4. Memberships

4.1 Membership Types

We offer a range of weekly membership tiers, billed in advance on a weekly basis, including options for one class per week, two classes per week, and unlimited classes. All membership tiers include access to all 7 Sydney locations. Current pricing for all memberships, class packs, and intro offers is available on our website and is subject to change in accordance with clause 7.1.

4.2 Kids Membership Benefit

Children aged 10 to 16 years may attend classes free of charge where their parent or legal guardian holds an active Jungle Body membership. This benefit does not apply to class packs, casual drop-ins, or intro offers. All other conditions in clause 1 (age and guardian requirements) continue to apply.

4.3 Membership Start Date

Your membership starts on the date your first payment is successfully processed and you have accepted these Terms. You will receive a confirmation via Momence once your membership is active.

4.4 Cooling-Off Period

You may cancel your membership within 7 days of your membership start date ("Cooling-Off Period") by notifying us in writing via email. You will be refunded any fees paid, minus the cost of any classes attended during that period and any applicable processing or administrative fees. The cooling-off period does not apply to intro offers, casual class credits, or class packs.

4.5 Billing

Membership fees are charged in advance on a weekly basis via the payment method stored in Momence. It is your responsibility to ensure your payment details are current and accurate.

4.6 Failed Payments

You must ensure sufficient funds are available on each payment date. Failed or dishonoured payments will incur an administration fee per failed transaction as set out in our current fee schedule, and may include additional charges from your financial institution. Access may be suspended until all outstanding fees are paid. Where payments remain outstanding and you do not respond to our contact attempts, we reserve the right to engage a collections agency and recover any associated costs. Members experiencing financial hardship are encouraged to contact us early.

4.7 Minimum Commitment Period

All memberships require a minimum commitment period of 2 months from the membership start date. During this period, memberships cannot be cancelled, paused, or changed to a different membership tier, except in accordance with clause 4.4 (Cooling-Off Period). After the minimum commitment period ends, your membership continues on a weekly rolling basis until cancelled in accordance with clause 4.10.

4.8 Changing Membership Tier

Requests to upgrade or downgrade your membership tier may only be made after your minimum commitment period has ended. Changes take effect from your next billing cycle following the request.

4.9 Early Cancellation

Requests to cancel before the end of the minimum commitment period may incur an early termination fee equal to the lesser of 25% of the remaining value of the commitment period, or the amount permitted under NSW Fair Trading guidelines.

4.10 Cancellation of Membership

To cancel your membership after your minimum commitment period has ended, you must provide a minimum of 30 days written notice via email to info@thejunglebodysydney.com, or by submitting a cancellation request through Momence. Your membership will remain active and billable for the duration of the 30-day notice period. Cancellation will not take effect earlier than the end of the notice period. All outstanding fees must be cleared prior to cancellation taking effect.

4.11 Pausing Membership

Members may pause (freeze) their membership for a minimum of 2 weeks notice and a maximum of 30 days per calendar year. Pause requests must be submitted in writing at least 2 weeks before the intended pause start date. Billing is suspended for the duration of the approved pause. Unused pause entitlement does not carry over between calendar years. Membership pauses do not extend the minimum commitment period.

4.12 Membership Transfers

Memberships are non-transferable and are for the sole use of the named member, except as set out in clause 4.2 regarding the kids membership benefit. Allowing any other person to use your membership may result in immediate cancellation without refund.

4.13 Termination by The Jungle Body

We may immediately terminate your membership without refund if you: engage in threatening, unsafe, or illegal conduct; harass or behave abusively toward staff or other members; damage studio property or equipment; repeatedly breach these Terms; or allow non-members to use your membership entitlement.

5. Direct Debit Request Service Agreement (DDRSA)

This section governs the use of direct debit payments processed through the Bulk Electronic Clearing System (BECS). By providing your payment details and activating a membership, you authorise The Jungle Body to debit your nominated account in accordance with your membership plan and the following terms.

5.1 Authority to Debit

By activating your membership, you authorise The Jungle Body Sydney to debit your nominated bank account or card for payments due under your membership plan or any other agreed service. Debits will be processed via BECS in accordance with your agreed weekly payment schedule.

5.2 Debit Timing

Payments will be debited weekly in line with your membership billing cycle. If a debit date falls on a weekend or public holiday, the payment will be processed on the next business day. We will provide at least 14 days written notice of any changes to the debit amount or frequency.

5.3 Your Responsibilities

You are responsible for: ensuring sufficient funds are available in your nominated account on each scheduled debit date; providing accurate and current payment details; notifying us promptly of any changes to your payment details; and notifying us if you wish to cancel or alter your direct debit authority with at least 14 days written notice via email.

5.4 Cancellation of Direct Debit Authority

You may cancel your direct debit authority by providing 14 days written notice via email. Cancelling your direct debit authority does not cancel your membership or remove your obligation to pay outstanding fees. To cancel your membership you must follow the process set out in clause 4.10. If you cancel your direct debit authority without formally terminating your membership, any outstanding balance remains payable and standard collection procedures may apply.

5.5 Dishonoured Payments

Each dishonoured or failed payment will incur an administrative fee as set out in our current fee schedule. This may include additional charges from your bank or financial institution. We reserve the right to recover unpaid amounts and any associated collection or processing costs.

5.6 Disputes

If you believe a direct debit has been processed incorrectly, please contact us at info@thejunglebodysydney.com as soon as possible. Errors will be investigated promptly and refunded if applicable.

5.7 Privacy & Compliance

Your financial and banking details will be stored securely and handled in accordance with the Privacy Act 1988 (Cth). Your information will only be disclosed to your financial institution as necessary, or as required by law. This Direct Debit Request Service Agreement is governed by the Corporations Act 2001 (Cth), the Competition and Consumer Act 2010 (Cth), and the BECS rules as regulated by the Australian Payments Network.

6. Intro Offers & Class Passes

6.1 Intro Pass

The Intro Pass is available to first-time students only and entitles the holder to 3 classes within a 2-month period from the date of purchase, valid across all Sydney locations. The Intro Pass is non-refundable, non-transferable, and cannot be extended. It may only be purchased once per person.

6.2 Studio-Specific Intro Offer

Bondi, Newtown, and Waterloo each offer their own studio-specific intro offer, entitling first-time students to 5 classes for a discounted rate at that studio only. This offer is non-refundable, non-transferable, cannot be extended, and may only be purchased once per person.

6.3 Class Packs

Class packs are for personal use only and are non-transferable, non-refundable, and non-extendable. The expiry date is final and cannot be extended under any circumstances. A class pack is activated and its duration commences upon first use, at which point it becomes valid for the period specified at the time of purchase. The 5-class pack is valid for 6 months and the 10-class pack is valid for 12 months from first use. It is your responsibility to use all credits before the expiry date. Expired credits are forfeited without refund.

6.4 Casual Drop-In

Casual class credits are valid for the single session booked and are non-refundable except in accordance with clause 3.4.

6.5 One Purchase Per Person

Intro offers are strictly limited to one purchase per person. Any attempt to circumvent this limitation (including but not limited to using a different name, email address, or payment method) may result in cancellation of access without refund.

7. Payments & Refunds

7.1 Pricing

All prices are in Australian dollars (AUD) and are inclusive of GST where applicable. Current prices for memberships, class packs, casual classes, and intro offers are published on our website. We reserve the right to change prices with at least 14 days written notice published on our website.

7.2 Refunds

Except as required by Australian Consumer Law, all purchases are non-refundable. This includes memberships, class passes, and intro offers. If you are unable to attend due to illness or injury, you may request a credit or pause at our discretion, subject to appropriate documentation.

7.3 Australian Consumer Law

Nothing in these Terms limits or excludes any rights you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). If a service is not provided with due care and skill, or is not fit for its stated purpose, you may be entitled to a remedy under Australian Consumer Law.

7.4 Chargebacks

Initiating a chargeback or payment dispute without first contacting us to resolve the matter may result in suspension of your account. Please contact us at info@thejunglebodysydney.com before disputing any charge.

8. Health, Safety & Liability

8.1 Health Declaration & Medical Waiver

By booking and attending a class, you confirm that you are in good physical condition and have no known medical conditions that would prevent you from participating in physical exercise. You understand that it is your responsibility to consult with a healthcare professional before participating in any physical activity, particularly if you have any pre-existing medical condition, injury, illness, or are pregnant. You must notify staff if your health status changes.

8.2 General Liability Waiver & Assumption of Risk

By booking a class, you acknowledge and agree to release and hold harmless The Jungle Body, its instructors, and staff from any liability for injuries or damages that may occur during or as a result of participating in a class. You understand that participating in physical activities involves certain risks and you assume full responsibility for any injuries or damages that may occur. The Jungle Body accepts no liability for injury, loss, or damage arising from your participation, except to the extent that such liability cannot be excluded under Australian law.

8.3 Emergency Medical Treatment

In case of an emergency, you authorise The Jungle Body to seek medical treatment on your behalf and agree to assume any costs related to such treatment.

8.4 Instructor Direction

You agree to follow all reasonable directions given by our instructors and staff. We reserve the right to ask any participant to cease participation or leave the studio if their behaviour poses a risk to themselves or others. Medical clearance may be required to resume participation after illness, injury, or pregnancy.

8.5 Personal Property

The Jungle Body accepts no responsibility for the loss, theft, or damage of personal property brought onto our premises. You bring personal property to our studios at your own risk. Members are encouraged to secure valuables.

8.6 Limitation of Liability

To the maximum extent permitted by law, The Jungle Body's total liability to you for any claim arising out of or in connection with these Terms or our services will not exceed the total amount paid by you in the 3 months preceding the event giving rise to the claim.

8.7 Indemnity

You agree to release, indemnify, and hold harmless The Jungle Body, its employees, and contractors from any claims, damages, or expenses arising from your participation in any class or service, except where caused by The Jungle Body's gross negligence.

8.8 Insurance

The Jungle Body maintains all necessary Public & Products Liability insurance and Professional Indemnity insurance in relation to the services provided.

9. Studio Rules & Code of Conduct

To ensure a safe and enjoyable environment for all Jungle Babes and staff, the following rules apply at all of our studios:

- Arrive at least 5 minutes before your scheduled class. Latecomers may be refused entry at the instructor's discretion.
- Wear clean, appropriate activewear and supportive footwear.
- Bring a water bottle and a sweat towel.
- Personal hygiene is expected as a courtesy to fellow participants.
- Mobile phones must be set to silent. Photography or video recording during classes is not permitted without prior written consent from The Jungle Body.
- Treat all instructors, staff, and fellow members with respect. Abusive, discriminatory, or threatening behaviour will not be tolerated and may result in immediate termination of your membership without refund.
- Do not attend if you are unwell, contagious, or have symptoms of illness.
- Food is not permitted inside the studio.
- Entry will be refused to anyone who appears to be under the influence of alcohol or drugs.
- Members are liable for any damage to studio equipment or property caused by misuse or negligence. We reserve the right to charge repair or replacement costs and restrict future access.
- The Jungle Body reserves the right to refuse entry or remove any person from its premises for breach of these rules or for behaviour deemed inappropriate by our staff.

10. Photography & Media

By booking a class, you grant The Jungle Body and its staff the right to take photographs and videos of you during classes and events. You understand that these may be used for promotional purposes including but not limited to social media, website content, and marketing materials. You waive any right to inspect or approve the finished photographs or videos and release all claims against The Jungle Body and its representatives regarding the use of your image.

If you prefer not to be photographed or filmed, please notify our team in writing at info@thejunglebodysydney.com before your attendance. Your preference will be respected.

You must not photograph or record other members or staff without their express consent. Any recording made in breach of this clause may result in suspension or termination of your membership.

11. Privacy

The Jungle Body collects and handles your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Your information is used to manage your bookings, membership, and communications with you. We do not sell your personal information to third parties.

Your financial and banking details are stored securely and will only be disclosed to your financial institution as necessary, or as required by law.

By creating an account in Momence and booking with us, you consent to your personal information being stored and processed by Momence in accordance with their privacy policy. Please review Momence's privacy policy at momence.com.

You may access and correct your personal information at any time by contacting us in writing. For our full Privacy Policy, please visit our website.

12. Intellectual Property

All content on our website, social media channels, and marketing materials — including the Jungle Body name, logo, class names, choreography, and imagery — is the intellectual property of The Jungle Body and may not be reproduced, distributed, or used without our prior written consent.

13. Changes to These Terms

We reserve the right to update or amend these Terms at any time. Material changes will be communicated to active members via email or notice on our website with at least 14 days' notice before taking effect. Your continued use of our services following notice of changes constitutes your acceptance of the updated Terms.

14. Governing Law & Jurisdiction

These Terms are governed by the laws of New South Wales, Australia. You agree to submit to the exclusive jurisdiction of the courts of New South Wales for any dispute arising out of or in connection with these Terms or your use of our services.

15. Contact Us

If you have any questions about these Terms, please contact us via email at info@thejunglebodysydney.com or through our website at thejunglebodysydney.com.

The Jungle Body Sydney New South Wales, Australia

These Terms & Conditions were last updated June 2026 and supersede all previous versions.