

TERMS & CONDITIONS

By enrolling in Rising Loka, you agree to abide by the terms and conditions set forth in this agreement.

Membership Fees:

1. Please update/purchase packages on time.
2. Late payments may incur additional charges.

Cancellation and Refunds:

1. Please contact us offline to pause any memberships in advance.
2. No refunds will be provided for partially used membership periods.

Class Reservations:

1. Members must reserve classes in advance.
2. Failure to attend a reserved class will still be counted as a session.

Code of Conduct:

1. Members are expected to conduct themselves in a respectful manner towards staff and fellow members.
2. Any behavior deemed inappropriate by us may result in membership termination.

Health and Safety:

1. Members are responsible for ensuring that they are physically and medically fit for exercise.
2. Please disclose any prior injuries or conditions to your trainers.
3. Rising Loka is not liable for any injuries sustained on the premises.

Facility Rules:

1. Equipment must be used as intended, and any damage caused by misuse will result in repair or replacement fees.

Personal Belongings:

1. Rising Loka is not responsible for lost or stolen personal belongings.

Changes to Terms and Conditions:

1. Rising Loka reserves the right to update these terms and conditions with notice to members.

PRIVACY POLICY

1. Overview:

- 1.1 Rising Loka is committed to protecting the privacy of its members and visitors.
- 1.2 This privacy policy outlines how we collect, use, disclose, and protect personal information.

2. Information We Collect:

2.1 We may collect personal information, including but not limited to:

- Name
- Contact information (email, phone number)
- Date of birth
- Health information relevant to fitness activities

2.2 Information may be collected through our website, in-person interactions.

3. How We Use Your Information:

3.1 Personal information is used for the purpose of:

- Managing memberships and providing services
- Sending important notices and updates
- Improving our services and customer experience

3.2 We may also use your information for marketing purposes.

If you have questions or concerns about this privacy policy, please contact us

REFUNDS & CANCELLATIONS

Refunds for services (e.g., classes, memberships) may be provided under the following circumstances:

- In the case of a billing error
- If a class or service is canceled by Rising Loka

Refund will be credited within 5-7 working days