

1. All online payments are made to Ezidebit. This is the company name that will show on your bank account statement.
2. Ezidebit is a third party to Flow Academy and receives payments on behalf of Flowing in Motion Ltd. Payments can take up to 3 working days to clear so please ensure you have funds to cover during this time frame.
3. If a payment is declined by your bank, it will be returned to Ezidebit and they will inform you. A fee of \$14.95 will be charged for a declined payment. In the case of a declined payment, you must contact Flow Academy to arrange another form of payment for your purchase. All unpaid bookings will be placed on hold until payment has been completed.
4. If you are unable to purchase online, bookings can be paid via internet banking (account details below) or in any Flow gym.
5. Bookings will only be confirmed once payment is made.
6. If payment is not made prior to your booking start date, we reserve the right to remove the booking without notice.
7. If fees remain unpaid after 5 working days of a payment notice, a \$15 fee will be applied to cover administration costs.
8. If fees remain unpaid for more than 3 months from the due date, the debt will be referred to Baycorp for collection. All costs from this point are the client's responsibility.
9. To receive the term class enrolment price, you must book for a full school term. The price of class enrolment after the start of school term will be pro-rata of the full-term price, based on how many classes are left in the school term.
10. Flow Academy is under no obligation to return fees once you have booked and paid for a class, so please choose carefully.
11. Should your child be sick or is unable to attend class for sickness, covid isolation, or school camp, you may receive up to 2 make-up classes per fully paid term. The make-up classes must be completed within the same school term, so long as you have notified Flow Academy prior to the class, OR, if a make-up class is not possible we may offer a drop-in session credit valid for 12 months.
12. We do not offer refunds for any bookings, however, in exceptional circumstances we may offer an account credit (at the discretion of Flow Management). Please email flow@flowacademy.co.nz if you feel your circumstances are exceptional. Only paid students may participate in classes, drop-in sessions, holiday programmes, or other Flow Academy events or activities.

Flow Academy Bank Account Details are:

Flowing in Motion Ltd
01 0274 0476823 00

Please use the student's name as the reference and if room a day and time. E.g. John Smith Thur 5.15. If paying via internet banking, please also email flow@flowacademy.co.nz to verify the payment and the class booking.