



FIRST KISS - JUST IN TIME

A rushed setup with no orientation is never fun. Plan to arrive **10-15 minutes early** to make sure our club crew can help prep you for an epic first ride. A personal bike set up is essential. If you arrive after the class has already started, we may not be able to accommodate you.

Classes may be booked and paid online from **six days up to two hours before** starts to guarantee the online discounted class price for Drop-In prices. Club members and prepaid tickets may book in via our WA community group chat up to one hours before class start.

120 up to 10 minutes before class starts the Door Price will apply at our check in for none members, which can be paid in cash, via EDC card machine or QR code. *Door price (door purchased tickets) cannot guarantee a spot to join.*

It is essential that you check in at our counter before every class. It enables you to all benefits of your membership and reward points.

The **cycle room door will be closed 2 min before class** starts and reopens after the cool down. To respect others' cool down, please stay seated until the end. We recommend using the restroom before class and to bring an adequate filled water bottle (min 1.0 liter) to avoid disruptions. In emergencies, signal for assistance and the coach will open the door. Please refrain from early exits for a smoother experience for everyone in the room.

For Drop in's: For your cycle shoes and towel we will need a deposit which can be your ID card or your key. Please hand it to our crew during your check-in process. After class please hand out shoes and towel so the crew can give back your deposit. Club members do not need to bring deposits but we will note down the shoe size and towel for your fast check in.

Phone usage is not allowed during classes; you can put them into the handle bar on your bike. Please be aware our coaches walking through the rows during the running class, avoid keeping things at the black floor that nobody will step on it. Occasional filming for marketing purposes occurs; let us know if you prefer not to be recorded.

All purchases need to be done before joining a class.



DRESS CODE, NO DRESS CODE

Get ready to sweat—a lot! For a safe and enjoyable experience, we recommend comfortable workout attire. While cycle wear is suitable, it's not mandatory; opt for a sports top and form-fitting leggings or shorts that won't hinder pedal movement. If you need a hair tie or earplugs for the loud music, feel free to ask, it is complementary!

The saddle might feel a little bit hard for the first time. It will get better by time. You can look out for cycle pants if you like and or rent a saddle silicon cushion for your comfort at our Check-in for 40k per rental. For more tips ask our team.

Please note **you have to bring water with you** to join the classes. You can purchase water at our check in counter or bring simply your own water bottle to refill at our free flow water dispenser. We recommend 1 Liter per class minimum. And yes! You will need it! Safety's first!

SHOES

Yes, you will need cycle shoes. At our cycle room, **street shoes aren't allowed** for cleanliness reasons. Our bikes aren't usable with regular shoes for efficient experiences, complementary our special designed SPD cycling shoes and a sweat towel are ready for you at the check-in, please bring a deposit such as your ID or motorbike/car key. Club members do not need deposits. **Socks are mandatory**; you can purchase a pair at our shop.

Our indoor cycle bikes are with a narrow Q factor of 158mm but a heavier 18.6kg perimeter weighted flywheel which gives the bike a realistic riding feel similar to that of a road bike. For an efficient workout and to keep our feet fastened to the pedals while riding you will have to clip in with cycling shoes.

Read more about cycling shoes and their benefits on our webpage: www.heartbeatbali.com

We use **SHIMANO SPD bike cleats pedal systems on** our bikes, you can bring your own. You do not have cycle shoes? Don't worry we got you covered. Cycling shoes sizes 36-46 are provided for your ride at our Check-In for your efficient and safe experienced workout.

Note: If you train regular it does make sense to have your very own cycling shoes as they can be adjusted to your unique body alignment. You can purchase your very



own cycling shoes including Shimano SPD cleats at our Check-In. Please reach out to our crew to help you get them installed and adjusted for your individual leg/knee alignment for the perfect push & pull. A complementary service by our professional cyclists.

Newcomers: The first time with professional cycling shoes might feel a little bit funny to find the right “clip in” but after a while you will get it and it becomes easier by time. For the first perfect clip in, our crew will help you.

OUR HIIT BOX - FUNCTIONAL FLOOR

Sweat towels are provided upon check-in, one per class. Please note that this class focuses on functional body workout, your Personal Training in small groups. It takes place on mats in a **non-air-conditioned** room with wall fans to simulate **natural conditions**. You're welcome to wear **clean sport shoes**, go barefoot, or wear socks during the class. However, be cautious as the floor may become slippery if wet.

To maintain cleanliness, please note **street shoes are not permitted**, as they may transfer dirt or contaminants to areas where you might later place your hands during the workout.

Guided by our adept personal trainer coaches within our boutique-style setting (focused on small groups), we're dedicated to propelling you towards your fitness goals and shred you in no time.

TOWELS

Be prepared to sweat a lot! A **towel is mandatory** to join our classes to rub off your sweat. As we believe a clean environment is essential, please bring your own towel for a green Bali. However, if you have forgotten, no worries you can get your sweat towel at the Check-In. Please prepare your deposit which can be your ID card or your key. Bath towels are available for an extra rental charge of 40K. Club members go without deposits.



BOOKINGS

Cycle & HIIT booking **opens 6 days before class** starts. Bookings guarantee a spot in class, for the seat number spot it counts **first come, first served**. Classes sell out fast and spots are limited! We are a boutique! Book your favorite classes on the schedule.

Until within 60 minutes before class starts, bookings are open for club members. Please book online or via our HB community WhatsApp group and wait for your confirmation "thumbs up". Bookings are only available for prepaid tickets and memberships. Please note, it may be a class cancelled due no bookings one hour prior.

Spontaneous drop in's pay the door price at the counter with no guarantee of a spot. Members book with the policy of our Reward System.

As it is busy before class starts we recommend **arriving at least 10-15 minutes before** class to set you up best. We will give your spot to the waiting list if it is none taken without notification about late arrival, 5 minutes before the class start.

LATE ARRIVALS / EARLIER LEAVE

New Comers and Drop-Ins: Please arrive 10-15 minutes before class starts to get you all set up. Access to all of our classes **closes 2 minutes before scheduled time**. Arriving too late means we cannot accommodate you. Late arrivals that can't make it to class on time but keep us informed till 60 minutes before class, are able to swap their ticket/spot for another class. **If we get NO notification until 60 minutes before class, there is no swap for prepaid bookings possible.** No refund policy for non-cancelations!

Club Members: We will give your spot to the waiting list if you cancel and or cancel late and will charge regarding our Reward Point system. Please refer to our Reward System. If you come last minute, please keep us informed. We hope for understanding, that we aren't able to wait too long, class door gets closed to avoid disruptions for everyone who is in time.

If you need to leave a class early, please **notify the coach before the class**. The **door will be closed 2 min before start until the end of the class** to avoid disturbance. Please keep in mind leaving a class early can be very distracting to the whole class as the coach will have to open/close the door for you. In addition to being in a dark



room, the light streaming in through the door is very bothersome to everyone. We all would appreciate it if you avoid it. Of course exceptions prove the rule.

WAITING LIST

If a class is full, you can choose to be added to the waiting list. In case a spot opens, we will contact you via WhatsApp. Your spot is only secured after your confirmation. If we cannot reach you, we will contact the next person on the waiting list.

CANCELING

You can cancel by sending a WhatsApp.

Club Members: make sure to **cancel the latest by one hour before** the class starts

Drop-Ins: make sure to **cancel the latest by two hours** before the class starts

And wait for your confirmation to avoid a deduction from your existing package. Members' late cancellation penalty refers to the Reward System.

HAND PHONES, PICS & PRIVACY

The classes are there for you where you can fully focus just on yourself. Please understand that our club operates as a boutique establishment, cherished for its commitment to privacy. Our members and crew deeply value this sanctuary where your picture won't be taken without consent. This rule is particularly appreciated by our celebrity members, who enjoy the discretion and respect afforded to us all. Tripods, and or filming classes are prohibited without permission.

However, we all love selfie's and videos, please take them only from you and only before and after a running class to respect others privacy. **Please do not use your hand phone** (pictures, videos, calls and texting) during a running class to avoid disturbing and distracting others. Our coach might ask you to leave the class if you won't stop using your phone and to delete the content if taken any.

Did you know we're having a selfie wall? Find the moth/butterfly take a selfie, tag and follow us in IG and get 3 Reward points for your collection.



Sometimes we will record reels and shoot official pictures during a class for marketing purposes. Please let us know if you do not want to be seen in our advertisements or social media, we will delete your footage.

REWARD PROGRAM

At our state-of-the-art Boutique Fitness Club, we've reimagined the way you earn rewards because we believe your membership level should offer you more than just access - it should reward your dedication.

HEARTBEAT GUEST's Drop in, Packages & 1 month unlimited

Unlock **1 reward point** for your loyalty of each energizing class or invigorating session you've attended.

HEARTBEAT CLUB MEMBERS

- PLATINUM Membership (12 Months)
- GOLD Membership (6 Months)
- SILVER Membership (3 Months)

Elevate your journey, we reward you with **3 Reward Points for every class** you finish, thanking you for your loyalty and commitment to get and stay fit.

Point Value:

Every point you earn holds a **value of 1,000 IDR** (Indonesian Rupiah).

Redemption:

The rewards you earn are your passport to an upgraded fitness experience.

Example Reward:

Reach a milestone of 50 reward points, and you can redeem them for a 50K IDR value digital HEARTBEAT VOUCHER. This versatile voucher can be used to make purchases within our club for events, shop items or gifts and others, except food & beverage. It's your golden ticket to a more rewarding fitness journey!

Our modernized reward program acknowledges your commitment and dedication, ensuring that the higher your membership tier, the more rewards you reap, all while experiencing our cutting-edge fitness experiences.

Late cancellation & no show penalty



Reward Points get cut off if late cancellation policy takes place.

Please note that your Reward Points get cut off if you violate our booking / late cancellation rules:

For every late cancellation outside of the cancellation window (refer to late cancel rules) and No Show without notice we will cut 50K points value per class from your Reward Points. Your Reward Points may be able to go into minus.

Please keep in mind we are a boutique fitness club and only gather small groups. To ensure a smooth experience we hope for your understanding, bookings and/or cancellations are very important to everyone's satisfaction.

DRINK WATER

We work up some serious heat in our classes, so it's important to hydrate before and during class. **Please always bring a filled water bottle.** For your safety, **entrance to our cycle classes is only recommended with a water bottle.** We recommend two bottles for THE60++ class. You can complementary refill your bottle in our club on the functional floor or in the cycle room. We won't stop a class if you forgot your water bottle and suddenly need water during a class.

Have you tried using our service and **ordering your coconut before class?** It is just refreshing having it ready, fresh cut directly after class without any waiting to fill you up with the best electrolytes.

One coconut fresh cut is 30k. Check out our **coconut cards** to save up to 10k per coconut and avoid hustle with payments after class.

LOUD MUSIC - our cycle room

Our specially designed Cycle room is built soundproof with extra details to music and sound with sound panels like in a nightclub to make you feel the beat outstanding! It's loud, sweaty and fun! But hey, if you're not a fan of super loud music, we get it and we have **earplugs** for you at our check in **available complementary**, please ask the crew before class.



FIRST TRIAL

Let us know if it is your first time and don't worry every class at Heartbeat Bali is designed for every fitness level. Our coaches are masters in coaching and can help you with advanced, intermediate or beginners options through the class. We will encourage you to be you.

If after your first class during the first 24h you decided for an unlimited monthly membership, we will **reimburse 100 % of your first purchased ticket**. Please reach out to our crew for help.

FREEZE / MEMBERS HOLIDAYS

We got you, sometimes you will have to leave overseas but still want to purchase one of our special deals and be a club member. No Problem - if you notify us **before your holiday**, we will freeze your membership and can add your leave time - once per membership.

We will add your leave days of minimum 1 week, (**maximum 8 weeks for Platinum, 6 weeks for Gold and 4 weeks for Silver club members**) to the end of your membership, so you won't lose anything. Please note, your subscription payment to your signed up due date will still take place. Please reach out and let us know before you leave!

Please understand we **cannot freeze if you would tell us after** your leave - organization ahead is everything.

Please note this freeze option purpose is for your overseas vacation or business trip. It shall not count for your flu or by just being too busy to train. We might ask for the flight ticket or equivalent proof of your absence.

OUR ROOMS

Please refrain from handling any electronic devices such as sound systems, air conditioning units, fans, TV or similar equipment within our rooms. All adjustments and settings will be exclusively managed by our team. Additionally, only staff members are permitted to step behind the check in counter. Should any modifications be required, our staff is readily available to assist.



REFUND MEMBERSHIPS & PACKAGE TICKETS

All memberships and class packages are not refundable and not transferable under no circumstances. Please consult our crew if you have any questions.

Membership subscriptions have to be paid in advance to secure entrance at the check-in and to the benefit of the monthly rates.

Not paid subscriptions will block the check-in until payments have been settled.

YOUR SAFETY / OUR COACHES

HEARTBEAT coaches undergo a yearly assessment and fitness test. Our team comprises sport scientists, master assessors, nutritionists, physiotherapists, seasoned cyclists, and internationally renowned fitness experts with over 30 years of experience, holding Master's and Bachelor's degrees. Prioritizing higher education and meticulous attention to detail, we excel in our field and possess a deep understanding of our expertise. Furthermore, each coach undergoes a rigorous 4-week internal training, consisting of 150 hours of practice. Subsequently, they undergo an international standard assessment process conducted by our team to ensure your safety and enjoyment. With this stringent selection process, we pride ourselves on being highly skilled and experienced professionals in our field.

GENERAL INSTRUCTIONS

- HEARTBEAT premises are a non-smoking area.
- We appreciate no pets on HEARTBEAT premises.
- We appreciate you wearing clean sport shoes and clothing for every training session (no jeans, no sandals, no street shoes, etc)
- Teens are welcome to our classes with the minimum height of 1.45m and with minimum **14 years of age in company with a parent or legal guardian** - kids below that age might not understand the class content and it might be a challenge for them to follow. Such can lead to an uncomfortable atmosphere for them and to those surrounded. Please keep in mind cycle classes are based on serious training with nightclub set up with loud music; please consult with our crew before you bring your underage kid.
- We do not take any responsibilities for any **lost items** at HEARTBEAT but will inform in our community chat group about lost & found items. FYI clothes and towels will get



washed to avoid bacteria and bad smell. You can collect it for 7 days; afterwards we will give it away for charity.

- If you have health concerns, please notify the coach before class.
- Please do not train if you are sick to avoid contagious, only healthy participants shall enter the workout space.
- Our class rooms and equipment get cleaned and disinfected after every class. **We also fog with disinfection during classes.** Still we appreciate it if you use a towel during every class to protect and rub off from sweat.
- You will also help us if you can **loosen all adjustable (4) screws of your bike** used for your personal bike set up after class.
- Our cycle room uses air-conditioning, wall fans and an exhausting system.
- All Heartbeat facility is under 24/7 CCTV surveillance.
- Terms & Conditions can be adjusted anytime.

GENERAL TIPS:

- The classes are there for you for every fitness level! We want you to feel free, unleashed and leave whatever weighs you down on the bike and barbell
- Hydrate yourself on a minimum 750-1000ml water during classes and with good protein & electrolyte intake after every training for speedy recovery
- If you love the morning sessions we recommend a small light breakfast 1.5 - 2 hours before joining a class and plenty of water.
- Do not hesitate to slow down the pedals during a cycle class to recover a moment at any point, remember the resistant dial has two sides up and down. Don't worry to back off the dial, rest a little till you feel better before picking up pace & resistance again. **Keep in mind to still move the legs and roll easily, even if you feel tired. Do Not stop abruptly to avoid dizziness. The coach might ask you to keep on moving your legs slowly and easy to take care about you.**
- Don't be afraid to consult the HEARTBEAT coach with any health questions, even during a class. Just reach out and signal with your hand.
- Don't give up!! Each class you participate in will only make you stronger, you won't regret if you have done it.
- Remember you always can Take it or Fake it - but you will have to Make it and move forward!



- For fast results we highly recommend PERSONAL TRAINING and to plug in with MYZONE. For more info ask our team.
- For Personal Training the client needs to sign up an additional agreement with extra payment.
- If you are pregnant or never done exercise before consult a HEARTBEAT coach before exercise. We have coaches specialized for pre- and post-natal training.

Why does HEARTBEAT focus on HIIT (High Intense Interval Training)?

- Enjoy the benefits of HIIT TRAINING at HEARTBEAT: scientifically-designed to shift your fitness to the next level. The HIIT effect means you increase aerobic fitness, unleash fast-twitch muscle fibers and grow lean muscle tissue & burning fat with the EPOC effect (after burn). This goes best with the right gear such as cycling shoes and great techniques which we will teach you till perfection
- We are crazy about what we do and most of it is results driven
- We aim to rapidly improve your cardiovascular fitness and to make you lean - #fastlegsaresexylegs
- We know that improving your mobility keeps you fit, mobile and let you feel young
- Maximizing calorie burn during a workout is soooo much fun and will bring out your endorphins
- We put your metabolism into overdrive by feeling challenged but good

BOOK OUR ROOM/ PRIVATE PARTIES

Did you know you can book our built in like a nightclub studio for your private events? Maybe you like to book a private class for your friends with your favorite coach or organize the next kid's disco party. Please reach out to our crew for a special request.

RETREAT SPIN & SHRED

Retreats fill up quickly so it is advisable to book as early as possible. A 50 % deposit is required to reserve your space. It is charged to your credit card when you book. The balance due will be required to be paid at least one week prior to the retreat commencing. Please make sure you've got an email as confirmation before you book any flights or additional trips and wait for your confirmation per email.

Yes, we understand things happen and we try to be as flexible as possible. However, all cancellation requests must be made in writing to the club or venue.



If a retreat is canceled by the club or venue, you will receive a full refund, or if preferred, a credit towards another retreat.

If you need arrival time flexibility, please ask for availability.

21 DAYS CHALLENGE / THE SHRED

We are offering regular our nutrition program designed and aligned with our programs to shred you down. This program focuses on getting lean, losing fat, not muscles. It includes upskilling workshops in metabolism and benchmark training.

But... #itisnotforeveryone it is a mind challenge for the *survival of the fittest*. Designed for every fitness level, however, you will reach your limits and finish it with amazing results and skills for a lifetime!

Please join us and request our next start to register.

DISCLAIMER:

I AM VOLUNTARILY PARTICIPATING IN THE AFOREMENTIONED ACTIVITY AND I AM PARTICIPATING IN THE ACTIVITY ENTIRELY AT MY OWN RISK. I AM AWARE OF THE RISKS ASSOCIATED WITH TRAVELING TO AND FROM AS WELL AS PARTICIPATING IN THIS ACTIVITY AT PT. HEARTBEAT CYCLE & FITNESS, WHICH MAY INCLUDE, BUT ARE NOT LIMITED TO, e.g. PHYSICAL OR PSYCHOLOGICAL INJURY, PAIN, SUFFERING, ILLNESS. I UNDERSTAND THAT THESE INJURIES OR OUTCOMES MAY ARISE FROM MY OWN OR OTHERS' NEGLIGENCE, CONDITIONS RELATED TO TRAVEL, OR THE CONDITION OF THE ACTIVITY LOCATION.

I have read and understood everything.