

# ONE ACTIVE SPACE

## *Terms & Conditions*

---

Document 1: Account Creation & Data Terms

Document 2: Credit Purchase & Payment Policy

Document 3: Class Booking Terms & Conditions

Document 4: Free Credits Terms & Conditions

Last Updated: 25 May 2026

[oneactivespace.com](https://oneactivespace.com) | [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com)

**DOCUMENT 1 OF 4**  
**ONE ACTIVE SPACE**  
**Account Creation & Data Terms**

*Terms governing the creation, security, and use of your One Active Space member account*

---

Last Updated: 25 May 2026

## **1. Who We Are and What These Terms Cover**

---

One Active Space ("OAS", "we", "us", or "our") is a Singapore-based fitness and wellness booking platform that connects registered members with studio partners and independent trainers offering a diverse range of fitness, wellness, and lifestyle classes. These Account Creation & Data Terms ("Account Terms") govern the registration, maintenance, and use of your OAS member account ("Account") and set out the obligations that apply to you as a member of our Platform.

These Account Terms form a legally binding agreement between you and OAS. By creating an Account, you confirm that you have read these Account Terms in full, that you understand their contents, and that you agree to be bound by them without qualification or reservation. These Account Terms should be read in conjunction with OAS's Credit Purchase & Payment Policy, Class Booking Terms & Conditions, and Free Credits Terms & Conditions (together, "OAS Terms"), all of which form part of the broader agreement that governs your relationship with OAS.

If you do not agree with any part of these Account Terms, or if you are unable or unwilling to comply with any obligation set out herein, you must not create an Account and must not use the OAS Platform. Access to and use of the Platform is conditioned upon your acceptance of and compliance with these Account Terms.

OAS reserves the right to update, amend, or replace these Account Terms from time to time in its sole discretion. Where changes are material, OAS will endeavour to provide reasonable advance notice by email or through the Platform. Your continued use of the Platform following any update to these Account Terms constitutes your acceptance of the revised terms.

## **2. Who May Create an Account**

---

The OAS Platform is open to individual members of the public who satisfy the eligibility criteria set out in this section. OAS maintains these eligibility requirements to ensure the integrity of the Platform, to comply with applicable Singapore law, and to ensure that all members are capable of understanding and accepting the obligations set out in these Account Terms and across all OAS Terms.

To be eligible to register for an OAS member account, you must satisfy all of the following requirements at the time of registration and on a continuing basis throughout your use of the Platform:

- **Age Requirement:** You must be at least 18 years of age at the time of registration. OAS does not knowingly create accounts for individuals under the age of 18, and any account found to have been created by or on behalf of a minor may be suspended or permanently terminated without notice.
- **Information Accuracy:** You must provide accurate, complete, current, and truthful information at all stages of the registration process, and you must maintain the accuracy of that information throughout the duration of your account. The provision of false, misleading, or

incomplete information during registration constitutes a material breach of these Account Terms and may result in immediate Account termination.

- **Account History:** You must not have previously held an OAS Account that was suspended or permanently terminated by OAS, unless OAS has expressly communicated to you in writing that re-registration is permitted. Any attempt by a suspended or terminated user to re-register, whether under the same identity or a different identity, may result in further enforcement action.
- **Agreement to OAS Terms:** You must read, understand, and agree to be bound by these Account Terms and all other applicable OAS Terms before you can complete the registration process.

OAS reserves the right, at its absolute discretion and without being required to give any reason, to decline any application to register an Account, to delay or withhold activation of an Account pending verification, or to impose additional eligibility requirements from time to time. These rights exist to protect the integrity of the Platform and the experience of its members.

**Note:** *OAS is considering a policy for participants under 18 years of age who wish to attend classes in the company of a registered adult member. Any such policy, once established, will be communicated via the Platform and will form part of the Booking Terms.*

### 3. Your Account Registration

---

#### 3.1 Information You Are Required to Provide

The following information is required at the time of registration. You represent and warrant that all information you provide is accurate, current, and complete, and you undertake to update this information promptly if it changes at any point during your use of the Platform.

- **Email Address** — Your email address functions as your primary account identifier and is the sole means by which OAS will send you booking confirmations, transactional notifications, platform updates, and all other official communications. Because OAS operates a passwordless authentication system (described further in section 3.2 below), your email address is also the mechanism through which you authenticate your identity every time you log in. It is therefore essential that your registered email address is valid, actively monitored, and accessible at all times. OAS will not be held responsible for any missed communications, failed bookings, or missed class notifications resulting from an invalid, inactive, or unmonitored email address, or from any failure in your email service provider's infrastructure.
- **First Name and Last Name** — Your full legal name is required to associate your account with your bookings and to enable studio partners and trainers to identify you at the time of your class.
- **Gender** — You will be asked to select one of the following options: Male, Female, or Prefer Not to Say. This information is used solely for the purpose of personalising your Platform experience and providing relevant class recommendations, and will not be disclosed to third parties for commercial purposes.
- **Mobile Number (Optional)** — If you choose to provide your Singapore mobile number (+65 country code), OAS may use this number to send you time-sensitive service notifications. OAS does not currently use mobile numbers for marketing purposes. You may add or remove your mobile number from your profile at any time.
- **Fitness Interests** — You will be asked to select your preferred program types from a list of available categories, which may include disciplines such as Mind-Body (e.g. yoga, pilates, sound bath, barre), Cardio (e.g. dance fitness, combat-fitness, spinning, jumping fitness),

Strength (e.g. weight training, circuit training, calisthenics, functional fitness), and Specialty (e.g. pole fitness, aerial hoops, aerial hammocks, bungee fitness). Your selections help OAS surface relevant classes and studio recommendations for you. You may update your fitness interests at any time through the 'My Profile' section.

- Preferred Studio Areas — You will be asked to select your preferred areas within Singapore, typically expressed as MRT station localities or broader districts. This information is used to prioritise class listings and studio recommendations in areas convenient to you. You may update your preferred areas at any time.

You may update most of your profile information at any time through the 'My Profile' section of the Platform. However, please be aware of the following important restriction:

**Your registered email address is permanently linked to your Account and to all associated booking records, transaction history, and credit balances. Once your Account has been created, your email address cannot be changed or transferred under any circumstances. If you wish to use a different email address, you must close your existing Account (subject to any applicable credit terms) by emailing to OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) and register a new one.**

### 3.2 Account Authentication — Passwordless OTP Login

OAS operates a passwordless, One-Time Pin (OTP) authentication system for all account registrations and subsequent logins. This approach eliminates the security risks associated with password reuse, weak passwords, and credential theft, while keeping the login process simple and frictionless for members.

The authentication process works as follows: when you submit your registration details or request a login link, a unique 6-digit OTP will be automatically generated and sent by OAS to the email address associated with your Account. You must enter the correct OTP within the designated validity window to complete the registration or login process.

The following rules apply to OTPs and login sessions:

- **Validity Period:** Each OTP is valid for a limited time only, as displayed on the login screen at the time it is issued. OTPs that have not been entered within this validity period will expire automatically and will need to be regenerated by requesting a new OTP.
- **Single Use:** Each OTP is valid for a single use only. Once an OTP has been successfully entered, it is invalidated and cannot be reused. A new OTP will be issued each time you initiate a login or registration request.
- **Confidentiality:** Your OTP is a security credential that is personal to you. You must not share your OTP with any third party under any circumstances. OAS will never ask you to provide your OTP via email, telephone, or any other communication channel. Any request for your OTP from a person claiming to represent OAS should be treated as fraudulent.
- **Session Duration:** Once successfully authenticated via OTP, your login session will remain active for up to 30 days, unless you manually log out of your Account or clear your browser data. After 30 days, your session will expire automatically and you will be required to authenticate again via OTP.
- **Security Responsibility:** You are solely responsible for the security of the email account to which OAS sends your OTP. If your email account is compromised and a third party gains access to your OTPs, they may be able to access your OAS Account and take actions on your behalf. OAS accepts no liability for any loss, damage, or unauthorised activity arising from your failure to maintain adequate security over your email account.

If you do not receive your OTP within a reasonable time, please first check your spam or junk email folder. If the OTP is not there, you may request a new OTP through the Platform. If you continue to experience difficulties receiving your OTP, please contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com).

### 3.3 One Account Per Person

Each individual may hold only one active OAS Account at any given time. This requirement exists to maintain the integrity of our credit system, to prevent the exploitation of promotional offers, and to ensure a fair and consistent experience for all members.

You agree that you will not, under any circumstances, create more than one OAS Account, whether using the same email address or different email addresses, and whether using your own identity or a third party's identity. Any attempt to register duplicate accounts may result in the immediate suspension or permanent termination of all associated accounts without prior notice, and may result in the forfeiture of any credits held across those accounts.

If OAS discovers or has reason to believe that you hold or have attempted to hold multiple accounts simultaneously, OAS reserves the right to investigate the matter and take appropriate enforcement action, including the recovery of any credits or benefits obtained as a result of the duplicate registration.

**Example:** *If you have previously registered an OAS Account and that Account has been terminated, you must not register a new Account using a different email address without OAS's express written permission, as this would constitute a breach of these Account Terms.*

## 4. Data Collection, Use, and Your Rights

---

### 4.1 What Personal Data We Collect

By creating and using an OAS Account, you acknowledge and consent to OAS collecting and processing personal data about you in the manner described in this section. OAS collects personal data only for the purposes set out in section 4.2 below, and only to the extent reasonably necessary to fulfil those purposes. OAS processes all personal data in accordance with the Personal Data Protection Act 2012 (Singapore) ("PDPA") and any other applicable Singapore data protection laws.

OAS collects the following categories of personal data:

- **Identity and Contact Data:** Your first name, last name, email address, and optionally your mobile number. This data is provided by you at the time of registration.
- **Profile and Preference Data:** Your gender selection, fitness interests, and preferred studio areas. This data is provided by you at registration and may be updated by you at any time.
- **Booking and Transaction Data:** A complete record of all class bookings made through your Account, including class names, studio partners, dates, times, instructors, credit costs, booking status, cancellation records, and check-in history. Also included is a complete record of all credit purchases, including package names, amounts paid, payment methods, transaction IDs, and credit balances.
- **Authentication Data:** Login timestamps and OTP request history, used to monitor the security of your Account and to detect unauthorised access attempts.
- **Usage and Behavioural Data:** Information about how you interact with the Platform, including pages visited, search queries made, classes browsed (whether or not booked), and session durations. This data is collected through standard web analytics tools and is used in aggregate to improve the Platform.

### 4.2 How We Use Your Personal Data

OAS collects and uses your personal data strictly for the following legitimate purposes. OAS does not use your personal data for any purpose other than those described below, unless you have given your separate, explicit consent for a specific additional purpose.

- **Account Management:** To create, maintain, administer, and secure your OAS Account, to process OTP-based authentication requests, and to enforce these Account Terms and all other OAS Terms.
- **Class Booking and Service Delivery:** To process your class bookings, deduct and reinstate credits, generate and issue E-Tickets, communicate your booking status to you, and coordinate with the relevant studio partners and trainers to facilitate your attendance. This includes sharing your name, email address, and booking details with the relevant Service Provider for each class you book.
- **Transactional Communications:** To send you booking confirmations, E-Ticket deliveries, class cancellation or confirmation notifications, credit purchase receipts, credit balance updates, and other communications that are directly related to a specific transaction or booking you have made. These communications are essential to the delivery of OAS's service and cannot be opted out of while you hold an active Account.
- **Service and Platform Updates:** To notify you of material changes to the Platform, to OAS Terms, or to the availability of studios, classes, or instructors that may affect your existing bookings or Account.
- **Promotional and Marketing Communications:** OAS may from time to time send you information about promotions, special offers, new studio partners, upcoming events, or other matters that OAS believes may be of interest to you. These communications are optional and you may withdraw your consent to receive marketing communications at any time by clicking the 'Unsubscribe' link included in any marketing email, or by contacting OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com). Opting out of marketing communications will not affect your receipt of transactional or service-related communications.
- **Platform Improvement and Analytics:** To analyse how members use the Platform in aggregate, to identify technical issues, to improve the user experience, and to develop new features and services. OAS uses anonymised or aggregated data for these purposes wherever possible.

### **4.3 Who We Share Your Data With**

OAS is committed to the confidentiality of your personal data. We will not sell, rent, trade, or otherwise disclose your personal data to any third party for their own independent commercial or marketing purposes. Your personal data will only be shared in the following specific and limited circumstances:

- **Studio Partners and Independent Trainers:** When you make a booking, OAS will share your name, email address, and booking details (including the class, date, time, and your booking status) with the relevant studio partner or independent trainer. This sharing is strictly necessary to enable the delivery of the class you have booked, to permit the studio to verify your identity and check-in your attendance, and to allow the studio to contact you regarding your specific booking. Studio partners and trainers are required by OAS to treat your personal data as confidential and to use it only for the purposes of delivering the class.
- **Authorised Payment Processors:** OAS uses HitPay as its authorised payment gateway. When you make a credit purchase, your payment information is processed directly by HitPay in accordance with applicable payment security standards (including Payment Card Industry Data Security Standard (PCI-DSS) requirements). OAS does not directly receive, store, or have access to your full payment card details. Please refer to HitPay's own privacy policy for information about how HitPay handles your payment data.
- **Service Providers:** OAS may engage trusted third-party service providers to assist in the operation of the Platform, including providers of email delivery services, web hosting, customer relationship management systems, and data analytics tools. These providers are

engaged under contracts that require them to maintain the confidentiality of your personal data and to use it only for the specific purposes for which it is shared.

- **Legal and Regulatory Disclosure:** OAS may disclose your personal data to government authorities, regulatory bodies, courts, or law enforcement agencies if required to do so by applicable Singapore law, by a court order, or by any lawful demand from a governmental authority. OAS will endeavour to notify you of any such disclosure where it is legally permitted to do so.
- **Business Transfers:** In the event that OAS undergoes a merger, acquisition, restructuring, or sale of all or substantially all of its assets, your personal data may be transferred to the acquiring entity as part of that transaction. In such circumstances, OAS will endeavour to notify you in advance and to ensure that the acquiring entity is bound by obligations of confidentiality and data protection substantially equivalent to those set out in these Account Terms.

#### **4.4 Data Retention**

OAS will retain your personal data for as long as your Account remains active and for a reasonable period thereafter, to enable OAS to comply with its legal and contractual obligations, to resolve disputes, and to enforce its rights. The specific retention periods applicable to different categories of personal data are as follows:

- **Account and Profile Data:** Retained for the duration of your Account and for a period of two years following Account closure or termination.
- **Booking and Transaction Records:** Retained for a period of five years following the relevant booking or transaction, in accordance with OAS's financial record-keeping obligations under applicable Singapore law
- **Authentication and Security Logs:** Retained for a period of twelve months, for the purpose of detecting and investigating security incidents.

Following the expiry of the applicable retention period, OAS will securely delete or anonymise your personal data in accordance with its internal data management policies.

#### **4.5 Your Rights Under the PDPA**

As a data subject under the Personal Data Protection Act 2012 (Singapore), you have the following rights with respect to the personal data that OAS holds about you:

- **Right of Access:** You have the right to request a copy of the personal data that OAS holds about you, together with information about the purposes for which it is used and the parties with whom it has been shared.
- **Right of Correction:** You have the right to request that OAS correct any personal data it holds about you that is inaccurate, incomplete, or out of date.
- **Right of Withdrawal of Consent:** Where OAS processes your personal data on the basis of your consent (e.g. for marketing communications), you have the right to withdraw that consent at any time. Withdrawal of consent will not affect the lawfulness of any processing that took place prior to the withdrawal.

To exercise any of the above rights, please submit your request in writing to [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com). OAS will respond to your request within a reasonable timeframe and in accordance with its obligations under the PDPA. OAS may require you to verify your identity before processing your request.

OAS implements commercially reasonable technical and organisational security measures to protect your personal data against unauthorised access, accidental loss, misuse, alteration, or disclosure. These measures include access controls, encrypted data transmission, and periodic security assessments. However, no method of electronic data transmission or storage is entirely

secure, and OAS cannot guarantee the absolute security of your personal data. In the event of a data breach that is likely to result in significant harm to you, OAS will notify you and the relevant Singapore authorities in accordance with its obligations under the PDPA.

## 5. Account Responsibilities

---

Your OAS Account is your responsibility. As the registered account holder, you are solely responsible for all activity that occurs under your Account, whether or not you authorised that activity. This responsibility extends to any use of your Account by a third party that was made possible by your failure to maintain the security of your email account or OTP credentials.

As a registered OAS member, you undertake to:

- **Maintain Accuracy:** Keep all information associated with your Account accurate, current, and complete at all times, and update your profile promptly if any of your information changes. In particular, you must ensure that your registered email address remains valid and actively monitored throughout the duration of your Account, as this is the primary channel through which OAS communicates with you.
- **Protect Your Credentials:** Take all reasonable steps to maintain the security of your email account and any OTPs issued to you. You must not share your OTP with any third party, and you must not permit any other person to use your Account.
- **Notify OAS of Security Breaches:** If you have reason to believe that your Account has been accessed by an unauthorised third party, or that your OTP credentials have been compromised, you must notify OAS immediately at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) so that OAS can take appropriate security measures, including invalidating any outstanding OTPs and monitoring your Account for suspicious activity.
- **Comply with OAS Terms:** Read, understand, and comply with all applicable OAS Terms at all times, including these Account Terms, the Credit Terms, the Booking Terms, and the Free Credits Terms.
- **Lawful Use:** Use the Platform only for lawful purposes and in a manner consistent with all applicable Singapore laws and regulations. You must not use the Platform for any commercial purpose, or exploit any feature of the Platform for personal gain beyond its intended use.

Your OAS Account is strictly personal to you. It may not be transferred, sold, gifted, lent, or otherwise assigned to any other individual under any circumstances. You must not allow any other person to use your Account credentials, to access your Account on your behalf, or to make bookings or purchases using your Account, except as expressly permitted under OAS's E-Ticket transfer provisions in the Booking Terms.

## 6. Account Suspension and Termination

---

OAS reserves the right to suspend or permanently terminate your Account at any time and without prior notice if OAS determines, in its sole and absolute discretion, that any of the following circumstances apply:

- You have provided false, inaccurate, or misleading information during the registration process or at any subsequent time in connection with your Account or any booking.
- You have breached any of these Account Terms or any other applicable OAS Terms, including the Credit Terms, the Booking Terms, or the Free Credits Terms.

- You have engaged in fraudulent, abusive, deceptive, or unlawful conduct in connection with the Platform, including but not limited to the creation of fictitious accounts, the misuse of promotional offers, or the manipulation of the booking or credit systems.
- You have created, or attempted to create, more than one OAS Account in breach of section 3.3 of these Account Terms.
- OAS reasonably determines that continued access to your Account poses a material risk to OAS, to other members, to studio partners, or to the integrity of the Platform.
- OAS is required to terminate your Account by applicable law or by the order of a court or governmental authority.

In the event of Account suspension or termination, the following consequences will apply:

- You will lose access to the Platform, including to all class bookings, your booking history, and all features of your Account.
- Any unused purchased credits remaining in your Account at the time of suspension or termination will be dealt with in accordance with OAS's Credit Terms. Where the suspension or termination is due to a breach of OAS Terms, OAS is not obligated to provide any refund or compensation in respect of unused credits.
- Any outstanding or pending bookings associated with your Account will be cancelled at the time of Account termination.
- Where Account termination is not due to a breach of OAS Terms (for example, where OAS decides to wind down the Platform), OAS will endeavour to provide reasonable advance notice and to deal fairly with any unused credits in your Account.

You may also choose to close your own Account at any time by contacting OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com). Please note that voluntary Account closure does not entitle you to a cash refund of any unused credits. Please refer to the Credit Terms for the treatment of credits upon Account closure.

## **7. Prohibited Conduct**

---

Without limiting the restrictions and obligations set out elsewhere in these Account Terms and across all OAS Terms, you agree that you will not, at any time and in any manner, engage in any of the following conduct in connection with your Account or your use of the Platform:

- Provide or maintain any information in connection with your Account that is false, misleading, deceptive, or fraudulent, including information about your identity, age, location, or fitness status.
- Create, operate, or maintain more than one OAS Account, whether under your own identity or under any other name or identity.
- Allow any other person to use your Account credentials to access the Platform, to make bookings, or to purchase credits, except as expressly permitted under the E-Ticket transfer provisions in the Booking Terms.
- Attempt to gain or facilitate unauthorised access to any part of the Platform, including to other members' accounts, to OAS's back-end systems, or to any data held by OAS.
- Use the Platform for any commercial purpose, including but not limited to reselling credits, reselling class bookings, or operating any third-party booking service that relies on the OAS Platform.
- Engage in any conduct designed to circumvent, exploit, or abuse any feature of OAS's credit system, booking system, or promotional offerings, including but not limited to artificially

inflating credit balances, exploiting pricing errors, or repeatedly signing up for promotional offers for which you are ineligible.

- Upload, transmit, or otherwise make available through the Platform any content that is illegal, defamatory, abusive, threatening, invasive of another person's privacy, or otherwise objectionable.
- Attempt to reverse-engineer, decompile, disassemble, or otherwise circumvent any technical protection measures applied to the Platform.
- Use any automated tool, script, bot, or scraper to access, interact with, or extract data from the Platform without OAS's express written permission.

## **8. Modifications to These Terms**

---

OAS reserves the right to modify, update, revise, supplement, or replace these Account Terms at any time and for any reason. Modifications may be made to reflect changes in OAS's business operations, to comply with changes in applicable Singapore law or regulation, to address new features or services offered through the Platform, or for any other reason that OAS, in its sole discretion, considers appropriate.

Where OAS makes material changes to these Account Terms, OAS will endeavour to provide reasonable advance notice of those changes by posting updated terms on the Platform and/or by sending a notification to your registered email address. The notice will identify the nature of the changes made and the date on which the revised terms will take effect.

Your continued use of your Account or the Platform following the effective date of any revised Account Terms constitutes your acceptance of, and agreement to be bound by, those revised terms. If you do not agree to the revised Account Terms, you must discontinue your use of the Platform and close your Account before the revised terms take effect. It is your responsibility to review these Account Terms periodically to stay informed of any updates.

## **9. Governing Law and Dispute Resolution**

---

These Account Terms shall be governed by and construed in all respects in accordance with the laws of Singapore, without reference to any conflict of laws principles that might require the application of the laws of any other jurisdiction.

Any dispute, claim, or controversy arising out of or in connection with these Account Terms, including any question as to their existence, validity, enforceability, breach, or termination, shall be submitted to the exclusive jurisdiction of the courts of Singapore. You and OAS each irrevocably submit to the personal jurisdiction of the Singapore courts and waive any objection to proceedings in such courts on the ground of venue, inconvenient forum, or any similar ground.

Before commencing any formal legal proceedings, OAS encourages members to contact OAS directly at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) to attempt to resolve the dispute informally and in good faith. OAS will endeavour to respond to all good-faith queries and complaints within a reasonable timeframe.

## **10. Contact Us**

---

If you have any questions, concerns, or feedback in relation to these Account Terms, or if you wish to exercise any of your data rights as described in section 4.5 above, please contact OAS through any of the following channels:

- Email: [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com)
- Platform: [oneactivespace.com](https://oneactivespace.com)

OAS aims to respond to all enquiries within three business days. For urgent matters relating to Account security or suspected unauthorised access, please mark your email as urgent and OAS will endeavour to respond as soon as practicable.

**DOCUMENT 2 OF 4**  
**ONE ACTIVE SPACE**

**Credit Purchase & Payment Policy**

*Terms governing the purchase, use, expiry, and management of One Active Space credits*

---

Last Updated: 25 May 2026

## **1. Introduction and the Purpose of This Policy**

---

One Active Space operates on a credit-based system that gives members flexibility and transparency in how they access and pay for fitness and wellness classes. Credits serve as the in-platform currency of the OAS ecosystem — they are acquired in advance, stored in your Account, and applied each time you make a class booking. This Credit Purchase & Payment Policy ("Credit Terms") sets out the complete rules that govern the purchase, holding, use, expiry, and management of OAS credits ("Credits").

These Credit Terms apply each and every time you make a credit purchase through the Platform and form a legally binding agreement between you and OAS. By proceeding with any credit purchase, you confirm that you have read these Credit Terms in their entirety, that you understand their contents, and that you agree to be bound by them unconditionally. These Credit Terms should also be read in conjunction with OAS's Account Terms, Class Booking Terms & Conditions, and Free Credits Terms & Conditions, all of which together constitute the complete OAS member agreement.

If you have any questions about any aspect of the OAS credit system before making a purchase, please contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com). OAS is committed to ensuring that all members fully understand how the credit system works before committing to a purchase.

## **2. The OAS Credit System**

---

### **2.1 What Are Credits?**

OAS Credits are a digital, in-platform medium of exchange that exist solely within the OAS ecosystem and can only be applied toward the booking of classes available through the Platform. Credits do not exist outside of the Platform and have no independent value, legal status, or application beyond their specific function as described in these Credit Terms.

It is important that all members understand the precise legal character of OAS Credits. Credits are not:

- Cash or legal tender of any kind;
- A stored value facility, e-money, or electronic payment instrument as defined under any applicable Singapore financial regulation or the Payment Services Act 2019;
- A financial instrument, security, or investment product;
- A form of credit, loan, or prepaid payment product that is regulated by the Monetary Authority of Singapore or any other financial regulatory authority;
- A loyalty point, reward point, or voucher that carries any form of monetary or non-monetary value outside of the Platform.

Credits are a proprietary, in-platform booking currency operated by OAS in its capacity as a booking facilitator. They are issued to you upon purchase solely for the purpose of enabling you to make

class bookings through the Platform. OAS retains full discretion over the design, operation, and modification of the credit system, subject to the obligations set out in these Credit Terms.

## 2.2 Credit Value

For reference purposes, the standard exchange rate is:

### 1 OAS Credit = SGD 0.50

This rate reflects the cost at which Credits are sold to members and is provided to help you understand the monetary value of the credits you are purchasing. Different classes on the Platform require different numbers of credits to book, depending on factors such as the studio, class format, instructor, time of day, and whether a Peak or Off-Peak rate applies. OAS does not guarantee that any particular credit package will give you access to any specific number of classes, as the credit cost of each class is set by OAS in consultation with the relevant Service Provider and may vary.

OAS reserves the right to revise the credit rate at any time, in its sole discretion, and without prior notice except as required by law. Any revision to the credit rate will be communicated to members via the Platform and/or by email, and will apply to credit purchases made on or after the effective date of the revision. Credit purchases made prior to the effective date of any rate revision will not be affected — the credits purchased prior to the change will retain their full face value as purchased credits in your Account, and can be used to make bookings in the same manner as before.

**Note:** *A revision to the credit rate affects only the price at which you can purchase new Credits. It does not affect the credits you have already purchased, the credit cost of classes already booked, or any bookings already confirmed.*

## 2.3 Non-Transferability of Credits

OAS Credits are strictly personal to the Account holder who purchased them and are non-transferable in all circumstances. You may not, under any circumstances, do any of the following:

- Transfer credits from your Account to another OAS Account;
- Sell, trade, exchange, barter, or otherwise dispose of credits for any form of consideration, monetary or otherwise;
- Gift credits to any other person, whether or not that person is an OAS member;
- Use credits to book a class on behalf of another person, except as permitted under the E-Ticket transfer provisions in the Booking Terms;
- Attempt to exploit any feature of the Platform to circumvent these non-transferability restrictions.

Any attempt to transfer credits, whether directly or indirectly, is a breach of these Credit Terms and may result in the forfeiture of the credits involved and the suspension or permanent termination of your Account without refund.

## 3. Purchasing Credits

---

### 3.1 Available Credit Packages

Members may purchase Credits from the following preset packages, which are currently available through the Platform:

- Activate Pack: 35 Credits for SGD 17.50
- Momentum Pack: 75 Credits for SGD 35.00
- Ascend Pack: 110 Credits for SGD 50.00

- Peak Pack: 225 Credits for SGD 100.00

Bonus credits that might be included in larger-value packages (for example, during launch promotions) are complimentary credits that OAS issues as an incentive for purchasing a higher-value package. Bonus credits are subject to the same rules as purchased credits, including the same expiry schedule, unless OAS expressly communicates different terms at the time of purchase.

OAS reserves the right to modify, supplement, remove, or replace any credit package, including changes to the number of credits offered, the inclusion or exclusion of bonus credits, and the applicable pricing, at any time and without prior notice. When you make a purchase, the package details displayed on the Platform at the time of your transaction will be the definitive terms applicable to that purchase. OAS is under no obligation to honour any package pricing or credit allocation that was displayed at a prior point in time.

**Example:** *If a credit package is modified after you have made a purchase but before your credits have expired, the modification will apply to future purchases only. The credits you have already purchased will not be affected.*

### 3.2 Payment Methods

All credit purchases are processed through HitPay, OAS's authorised payment gateway partner. HitPay is a Singapore-based payment infrastructure provider that handles payment processing on behalf of OAS in full compliance with applicable payment security standards.

The following payment methods may be available at the time of your purchase, subject to the options then supported by HitPay:

- PayNow (the Singapore real-time payment system, accessible via your bank or mobile banking application)
- Visa credit or debit card
- Mastercard credit or debit card
- Other card networks and alternative payment methods as made available by HitPay from time to time

OAS does not itself collect, receive, store, process, or have access to your full payment card details or banking credentials. All payment information is submitted directly to and handled exclusively by HitPay in accordance with HitPay's payment security standards, including PCI-DSS compliance requirements where applicable.

OAS shall not be liable for any errors, delays, processing failures, double charges, or security incidents arising from the operation of HitPay's payment gateway or from your bank or payment provider's processing of the transaction. If you experience a payment issue, OAS recommends contacting HitPay directly, as well as your bank or card issuer, in addition to notifying OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com).

**OAS will never request your payment card details, banking credentials, or payment OTPs by email, telephone, or any other channel other than the official payment form on the Platform. Any request for such information from a person claiming to represent OAS should be treated as fraudulent.**

### 3.3 Purchase Confirmation and Receipt

Upon successful completion of a credit purchase, OAS will take all of the following actions:

- Upon successful payment confirmation, OAS will display an on-screen notification confirming the transaction, the number of credits added (including any bonus credits), total number of credits added, the applicable expiry date, receipt number along with total amount paid in SGD, status of completion and transaction date and time.
- Immediately credit the purchased Credits (including any applicable bonus credits) to your Account. Your updated credit balance will be visible in the 'Wallet' section of the Platform within moments of the transaction being confirmed.
- Send a payment confirmation email to your registered email address containing all the details set out above. This email serves as your formal record of the transaction and should be retained for your records.

If you do not receive a confirmation email within 30 minutes of completing your purchase, please check your spam or junk email folder before contacting OAS. If the confirmation email is not located in your spam folder, please contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) with the following information: the date and time of your attempted purchase, the payment method used, and the transaction reference number (if available from your bank or payment provider). OAS will investigate the matter and respond promptly.

In the rare event that your payment is processed by HitPay but your credit balance is not updated accordingly, this constitutes a technical discrepancy that OAS will investigate and rectify upon notification. You should not attempt to make a second purchase to compensate for a suspected technical error, as this may result in a double charge. Please contact OAS first.

### **3.4 Goods and Services Tax (GST)**

Credit purchases made through the OAS Platform are currently not subject to Singapore Goods and Services Tax (GST). The total amount displayed on the payment page at the time of your purchase represents the complete and final amount payable, with no additional tax charges.

OAS reserves the right to revise its GST treatment in accordance with changes to applicable Singapore tax law, including any change in OAS's GST registration status or any change in the GST treatment of digital services or in-platform credits under Singapore tax legislation. In the event of any such change, OAS will provide advance notice to members via the Platform and/or by email, and will ensure that the updated pricing is clearly displayed before any affected transactions are processed.

## **4. Credit Expiry**

---

### **4.1 Expiry of Purchased Credits**

All Credits purchased through the Platform have a validity period of three (3) years from the date of purchase. To simplify the tracking of credit expiry for members, OAS applies a year-end expiry cut-off, meaning that all Credits purchased in any given calendar year will expire at 23:59:59 SGT on 31 December of the third calendar year following the year of purchase.

**Example:** Credits purchased on any date in 2026 (whether 1 January 2026 or 31 December 2026) will expire on 31 December 2029 at 23:59:59 SGT.

**Example:** Credits purchased on any date in 2027 will expire on 31 December 2030 at 23:59:59 SGT.

Where you make multiple credit purchases across different calendar years, each batch of purchased Credits will carry its own applicable expiry date, corresponding to the calendar year in which those Credits were purchased. Within your Account, OAS will track and display the expiry date applicable to each batch of Credits separately.

To ensure that your Credits are used in the most efficient order, OAS's Platform will automatically apply the Credits with the earliest expiry date first when you make a booking. This means that Credits purchased in an earlier calendar year will always be used before Credits purchased in a later year, regardless of the order in which individual purchases were made.

**Note:** *If you purchase Credits in both 2026 and 2028, your 2026 Credits (expiring 31 December 2029) will be applied to bookings before your 2028 Credits (expiring 31 December 2031).*

#### **4.2 Expiry of Promotional and Free Credits**

Free Credits issued by OAS (including sign-up bonus credits, referral programme credits, loyalty rewards, and any other complimentary credits) are subject to a different and shorter expiry period than purchased credits. Unless OAS expressly communicates a different expiry period at the time the Free Credits are issued, all Free Credits will expire three (3) months from the commencement date of the promotional campaign or initiative under which they were issued.

The specific expiry date applicable to any Free Credits will be communicated to you at the time the credits are granted and will be visible in the 'Wallet' section of your Account. Please refer to the Free Credits Terms & Conditions (Document 4 of this document set) for a complete description of the rules applicable to all categories of Free Credits.

#### **4.3 Expiry Notifications**

OAS may, at its discretion, send reminder notifications to members whose Credits are approaching their expiry date. However, OAS does not guarantee the timing, delivery, or receipt of any such notifications. The delivery of expiry reminder communications may be affected by factors outside OAS's control, including spam filters, email service provider configurations, and changes to your registered email address.

**It is your sole and personal responsibility to actively monitor your credit balance and applicable expiry dates through the 'Wallet' section of the Platform. OAS shall not be liable for any Credits that expire due to your failure to use them before the applicable expiry date, regardless of whether OAS did or did not send a reminder notification.**

#### **4.4 Consequences of Credit Expiry — No Reinstatement**

Credits that reach their expiry date will be automatically and permanently removed from your Account at 23:59:59 SGT on the applicable expiry date. Expired Credits cannot, under any circumstances, be:

- Reinstated to your Account;
- Exchanged or substituted for other credits;
- Refunded in cash or in any other form;
- Extended beyond their original expiry date;
- Applied retroactively to any class booking made after the expiry date.

OAS strongly encourages all members to plan their class bookings with reference to their credit balances and expiry dates, and to book classes in advance to ensure that credits are used before they expire. OAS's Platform provides clear visibility of your credit balance and expiry dates in real time through the 'Wallet' section.

### **5. Refund Policy**

### 5.1 General Non-Refundability of Credit Purchases

All credit purchases made through the OAS Platform are final, binding, and non-refundable as a matter of general policy. Once you have completed a credit purchase and the Credits have been added to your Account, OAS will not issue a cash refund of any purchase price, in whole or in part, under normal circumstances. This policy applies regardless of the following:

- Whether or not you ultimately use the Credits you have purchased;
- Whether or not you make any class bookings during the validity period of the Credits;
- Whether or not certain classes that were available at the time of purchase become unavailable during the Credits' validity period;
- Whether or not you choose to close your Account before your Credits have expired;
- Whether or not you change your mind about your purchase for any reason.

This non-refundability policy exists because OAS incurs transaction costs and administrative costs at the time of each credit purchase, and because Credits are provided for immediate use in booking classes through the Platform. OAS encourages members to contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) if they have any questions about the credit system before purchasing.

### 5.2 In-Platform Credit Refunds — Limited Exceptions

While cash refunds for credit purchases are not available under any circumstances, Credits may be reinstated to your Account (as an in-platform credit refund, not as cash) in the following limited and specific circumstances:

- **Free Cancellation Within the Applicable Period:** If you cancel a class booking within the free cancellation period (i.e. more than 7 days before the scheduled class start time), the full amount of Credits deducted for that booking will be automatically reinstated to your Account. For a full explanation of the free cancellation rules and timing, please refer to the Class Booking Terms & Conditions (Document 3 of this document set).
- **OAS-Initiated or Service Provider-Initiated Class Cancellation:** If a class that you have booked is cancelled by OAS or by the relevant studio partner or independent trainer — whether due to insufficient participant numbers, instructor unavailability, studio operational issues, force majeure, or any other reason — the full amount of Credits deducted for that booking will be automatically reinstated to your Account. OAS will send you a notification of the class cancellation and credit reinstatement as soon as practicable.

In all other circumstances, including but not limited to late cancellations (made within the 7-day cancellation window), no-shows, early departures from a class, dissatisfaction with the class or instructor, or any other reason, Credits used for a booking will not be reinstated.

**Note:** *Credit reinstatements are not cash refunds. Reinstated credits are returned to your Account as in-platform credits, subject to the original expiry date applicable to those credits. They cannot be converted to cash and are not transferable.*

### 5.3 No Cash Refunds Under Any Circumstances

To be absolutely clear: OAS does not provide cash refunds for any credits, whether purchased or promotional, under any circumstances whatsoever. All credit refunds, where applicable under section 5.2 above, are made exclusively as in-platform Credits reinstated to your OAS Account. The reinstatement of credits to your Account does not, in any way, give rise to any right to a cash refund.

This policy applies equally to:

- Unused Credits remaining in your Account at the time of voluntary Account closure;
- Unused Credits remaining in your Account at the time of Account suspension or termination by OAS;
- Credits that have expired without being used;
- Credits that were granted as part of a promotional offer.

#### **5.4 Technical Errors and Disputed Transactions**

If you have reason to believe that a technical error has occurred resulting in an incorrect credit deduction from your Account, an incorrect credit charge during a purchase, a payment being processed without the corresponding credits being added to your Account, or any other material discrepancy in your credit balance or transaction history, please contact OAS as soon as possible at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com). Please include in your communication the following information: a description of the issue, the date and approximate time of the transaction or discrepancy, the payment reference or booking reference (if available), and the credit amounts you believe to be affected.

OAS will investigate all technical error reports promptly and in good faith. If OAS confirms that a technical error has occurred that has resulted in a material discrepancy in your Account, OAS will rectify your Account accordingly. OAS will respond to all technical error reports within five business days of receipt.

For disputed transactions processed through HitPay (for example, an unauthorised payment or a transaction that does not correspond to any credit purchase in your OAS Account), you should contact both OAS and HitPay, and may also wish to contact your bank or card issuer to initiate a dispute resolution process.

#### **5.5 General Exclusion of Liability for Credit Non-Reinstatement**

OAS shall not be liable for, and no reinstatement of credits shall be made in respect of, any failure to attend or fully utilise a booked class arising from circumstances within the member's control, including but not limited to: late arrival, inability to present an E-Ticket or Booking PIN, a change of instructor, failure to monitor booking confirmation status, conflicting bookings made by the member, or any other personal circumstance or user error. Members are solely responsible for managing their own bookings, schedules, and account activity through the Platform.

### **6. Credit Balance, Tracking, and Account History**

---

Your complete credit history is available at all times through the 'Wallet' section of your Account on the Platform. This section provides a comprehensive, real-time record of all credit activity associated with your Account, including:

- The current available credit balance in your Account, broken down by expiry batch where applicable;
- The expiry date applicable to each batch of Credits in your Account.
- All credit purchases made, with the date of purchase, package purchased, total credits received (including any bonus credits) under the 'Recent Activity' section;
- All credits reinstated to your Account as a result of free cancellations or OAS-initiated class cancellations, with the date of reinstatement.

OAS encourages all members to review their credit balance and transaction history regularly to ensure accuracy and to plan their class bookings around their available credits and applicable expiry dates. If you identify any discrepancy in your credit balance or transaction history that you

cannot explain, please contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) within 14 days of the relevant transaction. OAS may not be able to investigate discrepancies reported after this period.

## **7. Modifications to These Credit Terms**

---

OAS reserves the right to modify these Credit Terms at any time and in its sole discretion. Modifications may relate to credit package pricing, credit package compositions and bonus credit quantities, the credit exchange rate, credit expiry rules, refund policies, payment methods, or any other aspect of the credit system.

Any modifications to these Credit Terms will be communicated to members via the Platform and/or by email and will take effect from the date specified in the notice. Your continued purchase or use of Credits following the effective date of any modification constitutes your acceptance of the revised Credit Terms. If you do not agree with any modification to these Credit Terms, you must not make any further credit purchases and you should contact OAS to discuss your options.

## **8. Governing Law**

---

These Credit Terms shall be governed by and construed in all respects in accordance with the laws of Singapore. Any dispute arising out of or in connection with these Credit Terms shall be subject to the exclusive jurisdiction of the courts of Singapore. The parties irrevocably submit to the personal jurisdiction of the Singapore courts and waive any objection to proceedings in such courts on the grounds of venue or inconvenient forum.

**DOCUMENT 3 OF 4**  
**ONE ACTIVE SPACE**  
**Class Booking Terms & Conditions**

*Terms governing class bookings, cancellations, health declarations, conduct, and attendance policies*

---

Last Updated: 25 May 2026

## 1. Introduction

---

These Class Booking Terms & Conditions ("Booking Terms") govern your use of the One Active Space Platform to browse, select, and book fitness and wellness classes offered by OAS's network of studio partners and independent trainers (collectively, "Service Providers"). These Booking Terms apply each and every time you make, modify, or cancel a booking through the Platform, and govern your attendance at any class facilitated through OAS.

These Booking Terms form part of the broader OAS member agreement and should be read in conjunction with OAS's Account Creation & Data Terms, Credit Purchase & Payment Policy, and Free Credits Terms & Conditions. In the event of any inconsistency between these Booking Terms and any other OAS Terms with respect to a matter of class booking or cancellation, these Booking Terms shall prevail.

By completing a class booking on the Platform, you confirm that you have read these Booking Terms in full, that you understand the obligations, limitations, cancellation rules, health and safety requirements, and conduct expectations that they contain, and that you agree to be bound by them without qualification. If you do not agree to any part of these Booking Terms, you must not make a booking through the Platform.

## 2. Class Listings, Service Providers, and OAS's Role

---

All classes available for booking on the Platform are offered, operated, and delivered by OAS's studio partners and independent trainers, who are independent third parties and not employees, agents, or subsidiaries of OAS. OAS acts solely in the capacity of a booking facilitator and intermediary platform, connecting members with Service Providers. OAS is not itself the provider, organiser, host, or operator of any class listed on the Platform, and OAS does not employ or manage any of the instructors who teach those classes.

As a consequence of OAS's role as a booking facilitator rather than a class provider, the following limitations apply:

- OAS does not guarantee the quality, safety, effectiveness, or suitability for any particular individual of any class listed on the Platform. The design, content, structure, and delivery of each class are determined entirely by the relevant Service Provider.
- OAS does not guarantee the professional qualifications, certifications, or competence of any instructor offered by a Service Provider. Members are encouraged to conduct their own due diligence in their selection of instructors whose classes they wish to attend.
- OAS does not guarantee the facilities, equipment, hygiene standards, or safety measures of any studio listed on the Platform. Members who have concerns about any of these matters are encouraged to contact the relevant studio directly before making a booking.

- OAS does not guarantee the continued availability of any particular class, studio, program type, or instructor. Listings may be added, modified, or removed at any time and without prior notice.

By using the Platform to make bookings, you acknowledge that your primary contractual relationship in respect of the delivery of any class is with the relevant Service Provider, and not with OAS. OAS's responsibilities are limited to facilitating the booking process and ensuring that your credits are properly managed in accordance with these Booking Terms and the Credit Terms.

## 2.1 Feedback and Redress

- General enquiries and feedback: enquiry@oneactivespace.com — for all general feedback, account queries, and non-urgent matters. OAS aims to respond within three business days.
- Programme and class quality feedback: Members who are dissatisfied with the content, structure, or delivery of a class are encouraged to submit feedback via emailing enquiry@oneactivespace.com with the subject line "Class Feedback — [Studio Name & Class Name] — [Date & Time]".
- Venue standards and facility complaints: Members who have concerns about the hygiene, safety, facilities, or operational standards of a studio venue should email enquiry@oneactivespace.com with the subject line "Venue Complaint — [Studio Name]". OAS will investigate the matter with the relevant studio partner and respond within five business days.
- Trainer conduct complaints: Members who wish to report inappropriate, unsafe, or unprofessional conduct by an instructor or trainer should contact OAS at enquiry@oneactivespace.com with the subject line "Trainer Conduct Report — [Trainer/Studio Name]". OAS takes all trainer conduct reports seriously and will investigate in accordance with its partner management policies.
- Urgent matters: Urgent matters (such as account security concerns or in-class safety incidents) should be directed to enquiry@oneactivespace.com marked as urgent, and OAS will endeavour to respond as soon as practicable.

## 3. Making a Booking

---

### 3.1 Eligibility to Book

To make a class booking through the Platform, you must satisfy all of the following conditions at the time of booking:

- You must be a registered OAS member with an active, unsuspended Account.
- You must be logged into your Account through the Platform at the time of booking.
- You must have a sufficient credit balance in your Account to cover the credit cost of the class you wish to book.
- You must meet any additional eligibility requirements imposed by the relevant Service Provider in respect of the specific class (for example, a minimum fitness level, prior experience requirements, or age restrictions imposed by the studio).
- You must not be in breach of any OAS Terms or any terms or conditions of the relevant studio partner that would prevent you from attending classes.

### 3.2 The Booking Process

To make a booking, navigate to the class listing page for the class you wish to attend. On the booking confirmation page, OAS will display the following information for your review before you confirm:

- The full class details, including the program name, studio partner or trainer, physical location and address, date, scheduled start time, expected duration, and the name of the assigned instructor (where one has been designated at the time of booking).
- The credit cost of the booking will be displayed as applicable to the class's scheduled time and as determined by OAS and the relevant Service Provider.
- Your current credit account balance, so that you can confirm you have sufficient credits to proceed.
- Any program-specific terms and conditions applicable to the class, where the relevant Service Provider has provided these to OAS. Where such terms exist, you will be required to affirmatively acknowledge that you have read and agreed to them before your booking can be confirmed.

By clicking the 'Confirm Booking' button, you: (i) irrevocably authorise OAS to deduct the applicable credits from your Account; (ii) confirm that you have read and understood all information displayed on the booking confirmation page; (iii) agree to be bound by these Booking Terms and, where applicable, any program-specific terms displayed; and (iv) confirm that you satisfy all eligibility requirements for the class.

Once you have clicked 'Confirm Booking', your booking is final. Any cancellation or modification shall be made in accordance with the cancellation provisions set out in section 6 of these Booking Terms.

### 3.3 Booking Confirmation, E-Ticket, and Booking PIN

Upon successful completion of a booking, OAS will immediately take the following steps:

- Deduct the applicable credits from your Account. The deduction will be reflected in your credit balance in real time.
- Generate a unique, single-use QR code E-Ticket ("E-Ticket") and a unique 6-character alphanumeric booking PIN ("Booking PIN") specific to your booking. These are linked to your Account and to the specific class booking.
- Display your E-Ticket and Booking PIN under the 'My Classes' section of your Account on the Platform, where they will remain accessible until after the class has taken place.
- Send a booking confirmation email to your registered email address, containing your E-Ticket, Booking PIN, and full class details.

Your E-Ticket and Booking PIN are the sole proof of your booking and will be required for check-in at the class venue. You are responsible for ensuring that your E-Ticket is accessible on your device at the time of the class. If you experience any technical difficulty accessing your E-Ticket through the Platform, you may use your Booking PIN as an alternative for venue check-in, provided that the studio's check-in system supports PIN entry.

**OAS shall not be liable for any failure to attend a class, any denial of entry by a studio, or any forfeiture of credits resulting from your inability to present your E-Ticket or Booking PIN at the time and place required.**

### 3.4 Class Confirmation Status

Completing a booking creates a confirmed reservation from your side, but it does not automatically guarantee that the class itself will proceed. All classes listed on the Platform are subject to a minimum participant threshold ("Minimum Number") set by OAS in consultation with the relevant Service Provider. The class will only proceed if the applicable capacity requirements are met.

Every class will have one of the following statuses, which are displayed in the 'My Classes' section of your Account:

- Pending — The class has not yet been confirmed or cancelled. This is the default status for all newly listed classes from the time they become available for booking until they are either confirmed or cancelled.
- Confirmed — The class has been confirmed and will proceed as scheduled at the stated time and location.
- Cancelled — The class has been cancelled and will not proceed. All participants who have made a confirmed booking for the class will receive a full credit reinstatement.

The following rules govern the transition between statuses:

- A class will be automatically confirmed if the Minimum Number is reached at the Free Cancellation Timeline i.e. 7 days before scheduled start time.
- OAS or the relevant Service Provider may manually confirm or cancel a class at any time while it remains in Pending status, for any operational reason, without prior notice to booked participants. In the event of a manual cancellation, OAS will notify all booked participants by email as soon as practicable.

It is your responsibility to actively monitor the confirmation status of your bookings through the 'My Classes' section of the Platform, and to ensure that you have enabled email notifications from OAS so that you receive status updates in a timely manner. OAS will send email notifications to all booked participants when the status of a class changes from Pending to Confirmed or Cancelled.

**Example:** *If you book a Pilates class scheduled for 10 June 2026 Wednesday at 7:00 AM and the class has not reached Minimum Capacity by 3 June 2026 Wednesday on or before 6:59 AM (i.e. 7 days Free Cancellation Timeline), the class remains Pending. If it still has not reached Minimum Number by 3 June Wednesday at 7:00 AM, the class will be automatically cancelled and all booked participants will receive a full credit refund.*

## 4. Instructor Policy

---

### 4.1 Instructor Assignments

Where a class listing designates a specific instructor, OAS and the relevant Service Provider will use reasonable endeavours to deliver the class with that instructor. However, instructor assignments are inherently subject to change due to the nature of fitness program and differing factors, and OAS and Service Providers expressly reserve the right to substitute, replace, or change the assigned instructor for any class at any time and without prior notification.

Common reasons for instructor changes may include, but are not limited to: the assigned instructor's illness or medical incapacity; personal emergency; scheduling conflicts with other commitments; administrative error in the original assignment; or the studio's operational requirements on the day of the class. None of these reasons are within OAS's control, and OAS cannot guarantee that instructor substitutions will always be communicated in advance.

### 4.2 Effect of Instructor Change on Booking Rights

A change of instructor, whether notified in advance or discovered at the time of the class, does not give rise to any right to cancel a booking and receive a credit refund outside of the applicable free

cancellation period, nor does it give rise to any right to any other form of compensation, credit, or concession from OAS or the Service Provider.

**By completing a booking, you expressly acknowledge and agree that a change of instructor - regardless of the reason for the change or the extent of the substitution - does not constitute grounds for cancellation after the free cancellation period has expired, and does not entitle you to a credit refund, partial credit, or any other form of compensation whatsoever.**

This policy reflects the practical realities of operating a fitness and wellness booking platform and the fact that OAS and Service Providers cannot always predict or prevent instructor changes. OAS recommends that members who have a specific preference for a named instructor contact the studio directly prior to booking to confirm the instructor's availability.

## 5. Cancellation Policy

---

### 5.1 Free Cancellation — Before Free Cancellation Timeline

You may cancel any class booking free of charge, with a full reinstatement of all credits deducted for that booking, provided that you submit the cancellation before Free Cancellation Timeline i.e. at least 7 days (168 hours) before the scheduled class start time. The 7-day window is calculated on a rolling basis from the scheduled class start time, not from the date of the booking or from any calendar date.

**Example:** *If a class is scheduled to begin on Monday, 10 August 2026 at 7:30 PM SGT, you must submit your cancellation before Monday, 3 August 2026 at 7:30 PM SGT (i.e. exactly 168 hours before the class starts) to qualify for a free cancellation and full credit reinstatement. A cancellation submitted at 7:31 PM on 3 August 2026 would fall within the late cancellation window and would not be eligible for a credit refund.*

To cancel a booking within the free cancellation period, log in to your OAS Account, navigate to 'My Classes', and select the relevant booking. Follow the prompts to confirm the cancellation. Upon your confirmation, the full credits used for the booking will be automatically reinstated to your Account. The reinstatement will be reflected in your credit balance in real time.

Reinstated credits are returned to your Account with their original expiry date intact. They are not treated as new credits and do not receive a new or extended expiry date.

### 5.2 Late Cancellation — Within 7 Days of the Class

You may cancel a booking after the free cancellation period has expired, subject to the following conditions:

- The class must not have already commenced at the time you submit the cancellation (see section 6.4 below).
- No credit refund will be provided. All credits deducted for the booking will be permanently forfeited upon a late cancellation.
- You will be required to confirm your understanding of the credit forfeiture by affirmatively acknowledging the consequences before the cancellation is processed. Specifically, the Platform will prompt you to click an 'I Acknowledge and Confirm' button confirming that you understand you will not receive a credit refund.

The late cancellation policy exists for the following reasons. When a class is confirmed (and sometimes before formal confirmation, where pre-payment arrangements are in place), OAS

commits to transferring payment to the relevant Service Provider in respect of confirmed bookings. This commitment reflects the economic reality that studios and trainers plan their class delivery on the basis of confirmed participant numbers. Late cancellations do not provide sufficient advance notice to allow the vacated spot to be made available to and booked by another participant, and therefore the credits used for a late-cancelled booking are applied toward OAS's payment obligation to the Service Provider.

OAS encourages all members to consider their schedules carefully before making a booking, and to cancel as early as possible — within the free cancellation period — if there is any doubt about their ability to attend.

### **5.3 Cancellation by OAS or Service Provider**

OAS or the relevant Service Provider may cancel a class at any time and for any reason, including but not limited to insufficient participant numbers at the time of the confirmation deadline, instructor unavailability, venue technical issues, force majeure events (such as extreme weather, public health emergencies, or government-imposed restrictions on public gatherings), or other circumstances beyond the control of OAS or the Service Provider.

In the event of a class cancellation by OAS or a Service Provider, the following will apply to all participants who have made confirmed bookings for the affected class:

- OAS will automatically reinstate the full credit amount deducted for the cancelled booking to each participant's Account. The reinstatement will be processed as soon as practicable following the cancellation decision, and in any event within 24 hours.
- OAS will send an email notification to all affected participants at the registered email address associated with their Account, notifying them of the cancellation and the credit reinstatement.
- Where the circumstances allow, OAS will endeavour to provide at least 12 hours' advance notice of the cancellation, but this is not always possible, particularly in the case of emergency or force majeure cancellations.

OAS shall not be liable for any loss, inconvenience, expense, or damage of any nature that you may suffer as a result of a class cancellation by OAS or a Service Provider, beyond the reinstatement of the applicable credits to your Account. This includes, without limitation, any costs you may have incurred in travelling to the class venue, any childcare or babysitting costs, any costs associated with equipment or clothing purchased in anticipation of the class, or any other consequential losses.

### **5.4 No Cancellations After Class Commencement**

Cancellations are not available for any class booking once the scheduled class start time has passed, regardless of whether you have attended the class, arrived late, or left early. If you attempt to cancel a booking after the class has commenced, the Platform will not permit the cancellation to proceed. No credits will be refunded in any such circumstances.

## **6. No-Show Policy**

---

A no-show occurs when a member who has made a confirmed class booking fails to attend the class and does not cancel their booking before the class starts. In the event of a no-show:

- The full credits deducted for the booking at the time of confirmation will be permanently forfeited. No refund, compensation, credit, rescheduling, or transfer will be provided.
- The no-show will be recorded in your Account's booking history.

OAS is committed to ensuring that all available class spots are used efficiently, as the capacity of each class is limited and other members may have been unable to book due to limited availability. Persistent no-shows adversely affect the experience of other members and the viability of Service Providers who depend on participant attendance. OAS reserves the right to take additional action in respect of members who demonstrate a pattern of no-shows, including the imposition of booking restrictions or Account review.

OAS strongly encourages all members to cancel their bookings as early as possible if they are unable to attend a class, even if the late cancellation window applies and no credit refund will be received. An early cancellation — even a late one — at least provides OAS with the opportunity to make the spot available to waitlisted members.

## **7. Late Arrival Policy**

---

You are strongly encouraged to arrive at the class venue at least 10 minutes before the scheduled class start time to allow adequate time for check-in, changing, equipment preparation, and any pre-class instructions from the instructor. Arriving with sufficient time before the class starts not only ensures that you can make the most of the class, but also avoids disruption to other participants who have arrived on time.

Whether a late-arriving participant is permitted to join a class after it has commenced is entirely at the discretion of the relevant studio or trainer. Some classes — particularly those involving structured warm-up sequences, safety-critical movements, or a defined group dynamic — may have a strict 'no late entry' policy. Other studios may be more flexible. OAS makes no representation or warranty regarding any studio's late arrival policy, and you are encouraged to confirm the relevant studio's policy directly with the studio before attending.

OAS and the relevant Service Provider reserve the right to refuse entry to any participant who arrives after the class has commenced, without any right of credit refund, compensation, or rescheduling. In the event that you are refused entry due to late arrival:

- Your booking will be recorded as attended for credit deduction purposes (since the class itself proceeded as scheduled).
- No credits will be refunded.
- No compensation, class extension, or rescheduling will be offered.

## **8. E-Ticket and Attendance Check-In**

---

Attendance at a booked class is recorded by the studio's designated check-in operator ("Studio User") scanning your E-Ticket QR code using the OAS Studio App or, alternatively, entering your 6-character Booking PIN manually. Both methods are accepted as proof of attendance, and the Studio User may use either method at their discretion, particularly in circumstances where the QR scanning functionality is temporarily unavailable.

The following rules apply to E-Tickets and check-in:

- **Accessibility:** Your E-Ticket must be readily accessible on your mobile device at the time of the class. You may display your E-Ticket from the OAS Platform app or from the booking confirmation email. Please ensure that your device is charged and that you can access the Platform before departing for the class venue.
- **Uniqueness:** Your E-Ticket QR code and Booking PIN are unique to your individual booking. Each QR code can only be successfully scanned once per class session. Any attempt to use

the same QR code for multiple check-ins at the same class will be detected by the system and may result in access being denied.

- **Validity:** Your E-Ticket is valid only for the specific class, date, and time for which it was issued. It cannot be used for a different class, a different date, or a different session of the same class.
- **No Entry Without E-Ticket or PIN:** If you are unable to present your E-Ticket or Booking PIN at the time of check-in, the studio may, at its discretion, refuse entry. OAS is not responsible for any failure to attend a class resulting from your inability to present the required check-in credentials.

### **8.1 E-Ticket Transfer Provisions**

If you are unable to attend a class and the late cancellation period has already commenced (meaning you would not receive a credit refund), you may share a screenshot of your E-Ticket QR code with another individual — who need not be a registered OAS member — to allow that person to attend the class in your place. This facility is provided as a goodwill measure to allow booked spots to be utilised even where the original booker cannot attend.

If you exercise the E-Ticket transfer facility, you acknowledge and agree to the following:

- You, as the Account holder who made the original booking, remain the person who has booked the class from OAS's perspective. You remain solely responsible for all consequences of the booking, including any conduct issues arising from the person attending using your E-Ticket.
- It is your sole responsibility to ensure that the person attending in your place is aware of all relevant class details, the location and time of the class, any physical fitness requirements or health warnings applicable to the class, and the conduct standards expected of all participants under section 11 of these Booking Terms.
- OAS and the Service Provider accept no responsibility whatsoever for the safety, wellbeing, conduct, or experience of any person who attends a class using a transferred E-Ticket. By facilitating such an attendance, you expressly indemnify OAS and the Service Provider against any claims arising from the conduct or circumstances of the person who attended using your E-Ticket.
- The person attending using your transferred E-Ticket is not entitled to any OAS member benefits, credit refunds, or any rights under these Booking Terms. These rights belong exclusively to registered OAS Account holders.
- You must not transfer your E-Ticket to more than one person for the same class. Each E-Ticket is valid for a single entry only, and any attempt to share the QR code with multiple people may result in all check-in attempts after the first being denied.

## **9. Health and Fitness Declaration**

---

**Important — This section contains a legally significant health declaration and waiver of liability. Please read it carefully before completing any booking. If you have any doubts about your physical fitness to participate in any class, consult a qualified medical professional before booking.**

By completing a class booking on the OAS Platform, you are deemed to make each of the following declarations and to give each of the following acknowledgements, as at the time of each individual booking:

### **Declaration 9.1 — Physical Fitness to Participate**

You declare that you are in good physical health at the time of booking and that you are, to the best of your knowledge and belief, medically fit to participate in the class that you are booking. You confirm that you are not aware of any medical condition, injury, illness, disability, pregnancy, or other physical limitation that would prevent you from safely participating in the class, or that could be aggravated, worsened, or triggered by your participation. You further declare that you have not been advised by any medical professional to refrain from participating in physical exercise of the type offered by the class you are booking.

### **Declaration 9.2 — Duty to Seek Medical Advice**

You acknowledge that it is your sole and personal responsibility to consult a qualified medical professional prior to participating in any class offered through the Platform if you have any doubt whatsoever about your fitness to participate, or if you have any pre-existing medical condition, injury, or health concern that may be relevant to your participation. This obligation applies regardless of how recently you may have previously attended a similar class, and regardless of any fitness level assessment that may have been completed in the past.

OAS, its studio partners, its independent trainers, and all of their respective employees, representatives, and agents are not qualified to provide medical advice and are not authorised to assess your medical fitness to participate in any class. Nothing displayed on the Platform, communicated by OAS via email, or stated by any instructor or studio representative should be understood as, or relied upon as, medical advice.

### **Declaration 9.3 — Inherent Risks of Physical Activity**

You understand and acknowledge that participation in fitness and wellness activities — including but not limited to yoga, pilates, cycling, dance, strength training, martial arts, aquatic exercise, and all other program types available through the Platform — involves inherent and unavoidable physical risks. These risks include, but are not limited to:

- Muscular strain, sprains, tears, or other soft tissue injuries;
- Joint injuries, including to the knees, hips, shoulders, and spine;
- Cardiovascular stress, including elevated heart rate and blood pressure;
- Falls, collisions, or other accidents during class activities;
- Dehydration, overheating, or heat-related illness;
- In extreme and rare cases, serious bodily injury or death.

You voluntarily and knowingly accept and assume all such risks, whether foreseeable or unforeseeable, that are inherent in the nature of the fitness activities you choose to participate in through the Platform.

### **Declaration 9.4 — Duty to Stop Exercising**

You agree and undertake that if, at any point during a class, you experience any of the following symptoms, you will stop participating in the class immediately and, where the severity of your symptoms warrants it, will seek appropriate medical assistance without delay:

- Chest pain, tightness, or discomfort;
- Severe shortness of breath or difficulty breathing;
- Dizziness, lightheadedness, or fainting;
- Nausea or vomiting;
- Sudden severe headache;
- Unusual or unexplained pain in any joint or muscle;
- Any other physical symptom that causes you concern.

### **Declaration 9.5 — Waiver and Release of Liability**

To the fullest extent permitted by applicable Singapore law, you expressly release, waive, discharge, and hold harmless each of the following parties (collectively, "Released Parties"): One Active Space and all of its officers, directors, employees, representatives, agents, successors, and assigns; all studio partners, their owners, employees, and representatives; and all independent trainers and instructors — from and against any and all claims, demands, losses, damages, liabilities, costs, and expenses of any nature whatsoever, whether arising in contract, tort (including negligence), statute, or otherwise, that arise out of or in connection with your participation in any class booked through the Platform.

This release covers, without limitation, claims arising from:

- Bodily injury, whether physical, psychological, or psychiatric in nature;
- Illness, medical episodes, or medical emergencies occurring during or after a class;
- Loss of, or damage to, personal property at or near the class venue;
- Any act, omission, negligence, or default of a studio partner, trainer, instructor, or other class participant.

This waiver applies even where the loss or injury results from the ordinary negligence of any Released Party, save where such loss or injury is caused by the gross negligence or wilful misconduct of that Released Party. Nothing in this waiver limits or excludes any right you may have under applicable Singapore law that cannot be waived or excluded by agreement.

## 10. Conduct at Classes

---

All OAS members are expected to conduct themselves with courtesy, respect, and consideration toward studio staff, instructors, fellow participants, and all other persons at or near the class venue at all times. The standard of conduct expected of OAS members is consistent with what would be expected in any professional fitness or wellness setting.

By making a booking, you agree that you will not, during attendance at or travel to and from any class booked through the Platform:

- Engage in any behaviour that is aggressive, threatening, abusive, intimidating, or offensive toward any person;
- Use or be under the influence of alcohol or any illegal substance;
- Bring any prohibited item to the class venue, including any weapon or item likely to cause injury or offence;
- Damage, misuse, or misappropriate any equipment, facilities, or property at or belonging to the class venue;
- Take photographs, videos, or recordings of other participants without their express consent;
- Behave in any manner that creates an unsafe environment for yourself or others, or that interferes with the instructor's ability to deliver the class.

OAS and the relevant Service Provider each reserve the right, at their absolute discretion, to remove any participant from a class if that participant's conduct is deemed unacceptable, or to refuse future access to the studio or to the Platform for persistent misconduct. Any such removal or refusal will not entitle the affected participant to a credit refund or any other form of compensation.

OAS takes all reports of misconduct seriously. If you experience or witness conduct at a class that concerns you, please contact OAS at [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com) with a description of the incident. OAS will investigate all conduct reports and take appropriate action in accordance with its policies.

## 11. Program-Specific Terms and Conditions

---

Certain classes available on the Platform may be subject to additional terms and conditions imposed by the relevant studio partner or independent trainer in respect of that specific program or class type ("Program-Specific Terms"). Program-Specific Terms may relate to matters such as specific health prerequisites for participation, additional equipment requirements, attire requirements, studio-specific conduct standards, photography policies, liability waivers specific to certain high-risk activities (such as aerial fitness, contact sports, or water-based activities), or other matters specific to the nature of the class.

Where Program-Specific Terms apply to a class:

- A copy of the Program-Specific Terms will be made available on the class listing page on the Platform.
- You will be required to affirmatively acknowledge that you have read and agreed to the Program-Specific Terms before your booking can be confirmed.
- The Program-Specific Terms will form part of your agreement with OAS and the relevant Service Provider in respect of that specific booking and attendance.

In the event of any inconsistency between the Program-Specific Terms and these Booking Terms in relation to matters covered by the Program-Specific Terms, the Program-Specific Terms shall prevail to the extent of the inconsistency. In all other respects, these Booking Terms shall continue to apply in full.

## **12. Modifications to These Booking Terms**

---

OAS reserves the right to modify these Booking Terms at any time and in its sole discretion, including changes to the booking process, cancellation rules, pricing policies, health declaration requirements, and conduct standards. Any changes will be communicated to members via the Platform and/or by email and will take effect from the date specified in the notice. Your continued use of the Platform to make bookings following the effective date of any modification constitutes your acceptance of the revised Booking Terms.

## **13. Governing Law**

---

These Booking Terms shall be governed by and construed in all respects in accordance with the laws of Singapore. Any dispute arising out of or in connection with these Booking Terms shall be subject to the exclusive jurisdiction of the courts of Singapore.

*Terms governing the issuance, use, expiry, and management of all complimentary credits issued by One Active Space*

---

Last Updated: 25 May 2026

## 1. Introduction and Scope

---

From time to time, One Active Space issues complimentary credits ("Free Credits") to members or prospective members as part of promotional campaigns, referral programmes, sign-up incentives, loyalty initiatives, goodwill gestures, or other initiatives (collectively, "Promotions"). These Free Credits Terms & Conditions ("Free Credits Terms") govern all Free Credits issued by OAS, regardless of the specific channel, basis, or occasion on which they are granted.

These Free Credits Terms form part of the broader OAS member agreement and should be read in conjunction with OAS's Account Creation & Data Terms, Credit Purchase & Payment Policy, and Class Booking Terms & Conditions. In the event of any inconsistency between these Free Credits Terms and the Credit Purchase & Payment Policy in relation to any matter that specifically concerns Free Credits, these Free Credits Terms shall prevail to the extent of the inconsistency.

By accepting, receiving, or using any Free Credits — whether or not you have expressly confirmed your acceptance — you are deemed to have read, understood, and agreed to be bound by these Free Credits Terms in full, as well as by all applicable OAS Terms. If you do not agree to any part of these Free Credits Terms, you must not accept, use, or attempt to use any Free Credits issued to you.

OAS issues Free Credits as a goodwill and incentive mechanism. OAS does not guarantee the availability of any Promotion or any particular category of Free Credit at any given time. OAS reserves the right to discontinue, modify, or withdraw any Promotion at any time, in accordance with the provisions of these Free Credits Terms.

## 2. Categories of Free Credits

---

OAS may issue Free Credits in the following circumstances, among others. This list is illustrative rather than exhaustive, and OAS reserves the right to introduce new categories of Promotions that may give rise to Free Credit issuances not described below:

- **Sign-Up Promotions:** OAS may, at its sole discretion, offer a specified number of Free Credits to new members who register for an OAS Account during a designated promotional period. Sign-up promotions are intended to allow new members to experience the Platform and explore available classes before committing to a credit purchase. Sign-up promotions are available only to first-time OAS registrants who have not previously held an Account.
- **Referral Programmes:** OAS may operate a referral programme under which existing members who successfully refer a new member to the Platform receive Free Credits as a reward, and/or under which the referred new member receives Free Credits as an incentive to join. Referral Credits will only be issued upon the fulfilment of specified referral conditions, which will be communicated as part of the relevant Promotion, and which will typically include conditions such as the new member completing registration, making a first credit purchase, or attending a first class within a specified timeframe.
- **Loyalty and Engagement Promotions:** OAS may offer Free Credits as part of member loyalty programmes designed to recognise and reward long-term engagement with the Platform.

Such programmes may operate on the basis of booking milestones, attendance streaks, Platform anniversary rewards, or other metrics of engagement as determined by OAS.

- Special Event and Partnership Promotions: OAS may offer Free Credits in connection with special fitness events, studio launch campaigns, seasonal promotions, public holiday offers, corporate partnership programmes, or other time-limited campaigns. The specific terms of any such promotion will be communicated by OAS at the time of the relevant event or campaign.
- Goodwill Credits: OAS may, at its absolute and unfettered discretion, issue Free Credits to a specific member as a goodwill gesture in connection with a particular issue, complaint, service failure, or other circumstance that OAS determines warrants a goodwill gesture. Goodwill Credits are issued at OAS's sole discretion and the issuance of Goodwill Credits in one case does not create any obligation on OAS to issue Goodwill Credits in any other case, regardless of the similarity of the circumstances.

The specific terms of each Promotion — including the eligibility criteria, the number of Free Credits offered, the applicable expiry period, and any restrictions on use — will be communicated to members at the time of, or in connection with, the relevant Promotion. In the event of any inconsistency between the specific terms communicated for a particular Promotion and these Free Credits Terms, the specific terms of the Promotion shall prevail to the extent of the inconsistency.

### **3. Eligibility for Promotions**

---

Eligibility for any specific Promotion that offers Free Credits is determined by OAS in its sole and absolute discretion, and may vary from one Promotion to another. The following general eligibility rules apply unless OAS expressly states otherwise in the specific terms of the relevant Promotion:

- Sign-Up Promotions are available exclusively to new members who are registering an OAS Account for the first time. Any person who has previously held an OAS Account — even if that Account was subsequently closed or terminated — is not eligible for any Sign-Up Promotion, regardless of how much time has passed since the previous Account was held.
- Referral Promotions require that both the referring member and the referred new member satisfy all specified eligibility conditions before any Free Credits are issued. Typically, this means that the referring member must be a current, active OAS member in good standing, and the referred new member must not have previously held an OAS Account and must satisfy all standard Account registration requirements.
- Each member may benefit from a particular Promotion only once, unless OAS expressly states otherwise. For example, if a member has previously received Sign-Up Credits as part of a specific campaign, they are not eligible to receive the same Sign-Up Credits again, even if they register a new Account.
- Free Credits issued under any Promotion are personal to the specific member to whom they are granted, are linked to that member's Account, and cannot be transferred to any other Account or person under any circumstances.

OAS reserves the right, at any time and without prior notice, to determine that a member does not meet the eligibility requirements for a Promotion, and to withhold, cancel, or reclaim Free Credits that were issued in error or on the basis of inaccurate, incomplete, or misleading information provided by the member. OAS also reserves the right to disqualify any member from a Promotion if OAS reasonably determines that the member has engaged in any conduct designed to circumvent, exploit, or abuse the Promotion, or to obtain Free Credits to which they are not entitled.

**Example:** *If a person creates multiple OAS Accounts under different email addresses in order to claim Sign-Up Credits more than once, OAS may cancel all Free Credits issued under such duplicate accounts and may suspend or terminate all associated accounts, in addition to any other remedies available to OAS.*

## 4. Expiry of Free Credits

---

### 4.1 Free Credits Issued Under Promotional Campaigns

Free Credits issued as part of a sign-up promotion (eg. 20 free credits issued upon early registration), referral programme, loyalty initiative, special event promotion, or any other time-limited promotional campaign will expire three (3) months from the commencement date of the relevant promotional campaign, unless OAS expressly communicates a different expiry period at the time the Free Credits are granted.

The commencement date of a promotional campaign is the date on which OAS opens the Promotion for participation, not the date on which any individual member registers or qualifies for the Promotion. This means that all participants in a given campaign are subject to the same expiry date for Free Credits issued under that campaign, regardless of when during the campaign period they individually received their credits.

**Example:** *If OAS launches a sign-up promotion on 1 June 2026 that runs until 31 July 2026, and you register and receive your Free Credits on 25 July 2026, your Free Credits will expire on 31 August 2026 (3 months from the campaign commencement date of 1 June 2026), not on 25 October 2026 (3 months from your individual receipt date).*

OAS will communicate the applicable expiry date for Free Credits at the time they are issued. This expiry date will be visible in the 'Wallet' section of your Account, clearly labelled alongside your Free Credit balance.

### 4.2 Free Credits Included as Bonuses with Credit Packages

Where Free Credits are included as a bonus allocation alongside a purchased credit package (for example, a package offering 35 purchased Credits plus 5 Free Bonus Credits), the Free Bonus Credits will carry the same expiry date as the purchased Credits in that transaction — i.e. 31 December of the third calendar year following the year of purchase — unless OAS expressly communicates a different expiry schedule at the time of the purchase.

The alignment of Bonus Credit expiry with purchased Credit expiry in these circumstances reflects OAS's intent that Bonus Credits should be a meaningful addition to a member's credit account rather than a short-lived promotional token. Members who receive Bonus Credits alongside a credit purchase should therefore be able to use those credits over the same extended period as their purchased credits.

### 4.3 Goodwill Credits

Free Credits issued as a goodwill gesture will carry an expiry date as communicated to the relevant member at the time of issuance. OAS will always specify the applicable expiry date in the communication through which the Goodwill Credits are offered. If, for any reason, no expiry date is communicated, Goodwill Credits will expire three (3) months from the date of issuance.

Goodwill Credits are issued at OAS's absolute discretion as a one-off gesture and do not create any expectation of future issuance. The acceptance of Goodwill Credits by a member does not, by itself, constitute an admission of liability or fault on OAS's part in relation to any underlying complaint or issue.

#### 4.4 No Extension of Expiry Dates

The expiry dates applicable to all categories of Free Credits are fixed and cannot be extended under any circumstances, regardless of the reason for the extension request. This policy is applied uniformly and without exception, including in the following circumstances:

- You were unaware of the expiry date at the time the Free Credits were issued;
- You did not use the Platform frequently enough to have an opportunity to use the credits before they expired;
- The classes you wished to attend were unavailable during the period when your Free Credits were valid;
- A technical issue on your device or with your email service prevented you from receiving or accessing your Free Credit notification;
- You had personal circumstances that prevented you from using the Platform during the validity period.

OAS applies this no-extension policy to ensure consistency and fairness across all members, and to maintain the integrity of its promotional programmes. Once Free Credits have expired, they will be automatically removed from your Account and cannot be reinstated, transferred, or exchanged for cash or any other consideration. OAS will not provide any form of compensation for expired Free Credits, regardless of the reason for their non-use.

**It is your sole responsibility to actively monitor your Free Credit balance and applicable expiry dates through the 'Wallet' section of the Platform, and to plan your class bookings accordingly. OAS strongly encourages all members to use their Free Credits promptly after receipt, and not to assume that the expiry date will be extended if circumstances prevent immediate use.**

### 5. Use of Free Credits

---

#### 5.1 General Usability

Free Credits are subject to the same usage rules as purchased Credits and may be used to book any class available on the Platform in the same manner as purchased Credits, unless OAS expressly restricts the use of specific Free Credits to particular classes, studios, programs, or time periods at the time of the relevant Promotion.

Where OAS imposes any restriction on the use of Free Credits — for example, limiting them to Off-Peak bookings, or restricting them to a specific category of class — this will be clearly communicated at the time the Free Credits are issued and will be specified in the Platform's 'Wallet' section. If no restriction is communicated, you may assume that the Free Credits can be used for any available class.

#### 5.2 Automatic Application — Earliest Expiry First

Where a member's Account contains a combination of Free Credits and purchased Credits, or multiple batches of credits with different expiry dates, the Platform will automatically apply the credits with the earliest applicable expiry date first when a booking is made. This automatic ordering applies regardless of the member's preference and cannot be overridden through the Platform.

The practical effect of this rule is that Free Credits (which typically carry a shorter expiry period than purchased Credits) will generally be applied to bookings before purchased Credits, unless the purchased Credits are from an earlier batch and therefore have an earlier expiry date. This

automatic ordering is designed to minimise the risk of credit forfeiture by ensuring that credits closest to expiry are always used first.

**Example:** *If your Account contains 20 Goodwill Credits expiring 31 August 2026 and 80 purchased Credits expiring 31 December 2029, the Platform will automatically apply your Goodwill Credits first when you make a booking. Once the Goodwill Credits are exhausted, subsequent bookings will draw from your purchased Credits.*

### **5.3 Restrictions on Combining with Other Offers**

Free Credits may not, unless OAS expressly permits otherwise in the terms of the relevant Promotion, be combined with any other promotional discount, voucher code, cashback offer, or third-party offer. Free Credits are a standalone in-platform benefit and their use is governed exclusively by these Free Credits Terms and any specific terms communicated at the time of the relevant Promotion.

## **6. Non-Transferability and No Cash Value**

---

Free Credits have no monetary value of any kind and are not redeemable for cash, bank transfer, gift card, store credit at any third party, or any other form of consideration outside the OAS Platform. This restriction applies without exception and regardless of the reason for which a cash equivalent is sought.

Free Credits cannot, under any circumstances, be:

- Transferred or assigned between OAS Accounts, whether by the Account holder or by OAS at the Account holder's direction;
- Sold, traded, bartered, or otherwise exchanged with any other person for any form of consideration;
- Gifted or donated to any other person, whether or not that person is a registered OAS member;
- Redeemed for cash, whether in whole or in part, at any time and for any reason;
- Claimed as a credit or refund against any payment made to OAS or any Service Provider outside of the OAS Platform;
- Combined with any promotional discount, voucher, or third-party offer unless OAS expressly permits such combination in writing.

Any attempt to transfer Free Credits, to use Free Credits in a manner inconsistent with these Free Credits Terms, or to exploit any feature of the Platform to circumvent these restrictions, will be treated as a breach of these Free Credits Terms and may result in the cancellation of the relevant Free Credits and the suspension or termination of your Account.

## **7. OAS's Right to Modify, Suspend, or Withdraw Promotions**

---

OAS reserves the right, exercisable at any time and without prior notice, to take any of the following actions in relation to any Promotion:

- Modify the terms of the Promotion at any time before or after Free Credits have been issued under that Promotion, including changes to the number of Free Credits offered, the eligibility criteria, the permitted use of the credits, and the applicable expiry period.
- Withdraw, suspend, or prematurely terminate any Promotion before its stated end date, for any reason that OAS considers appropriate.

- Cancel, reclaim, or reverse any Free Credits that were issued in error (for example, due to a technical fault or an administrative mistake), regardless of whether those credits have already been applied to a booking.
- Cancel, reclaim, or reverse any Free Credits that were issued to a member who does not, or did not, meet the eligibility requirements for the relevant Promotion, including where the member provided false or misleading information to obtain the credits.
- Decline to issue Free Credits to any member or prospective member whom OAS reasonably believes is attempting to abuse, exploit, or otherwise take unfair advantage of a Promotion.

Where OAS exercises any of the rights described above, OAS will not be required to provide any explanation or justification to the affected member, and will not be liable for any loss or inconvenience arising from the exercise of those rights, including the loss of any class bookings that were made using credits that are subsequently cancelled.

OAS's decision in relation to any Promotion — including in respect of eligibility determinations, credit issuances, cancellations, and modifications — is final and binding. OAS will not enter into correspondence or debate in relation to its decisions regarding Promotions, save where OAS, in its sole discretion, considers it appropriate to do so.

## **8. Fraudulent and Abusive Conduct**

---

OAS takes the integrity and fairness of its Promotion programmes very seriously. OAS invests significantly in designing and offering Promotions that provide genuine value to members, and the exploitation of those Promotions undermines the fairness of the Platform for all participants.

Any member who OAS reasonably believes has engaged in any of the following conduct — or conduct similar in nature or intent — may be subject to immediate Account suspension or permanent termination, and to the forfeiture of all Credits and Free Credits held in their Account, whether or not those credits are directly related to the abusive conduct:

- Creating fictitious or duplicate OAS Accounts for the purpose of claiming Sign-Up Credits, Referral Credits, or any other category of Free Credits to which the member is not entitled;
- Providing false or misleading referral information in connection with a referral programme, including referring fictitious individuals or individuals who have previously held OAS Accounts;
- Exploiting a technical error, software bug, or vulnerability in the Platform to obtain Free Credits to which the member is not entitled;
- Colluding with other members or third parties to artificially inflate referral counts or meet promotional eligibility criteria that would not otherwise be met;
- Using stolen, fraudulent, or third-party payment methods to make credit purchases in connection with promotional bonus credits;
- Any other conduct that OAS reasonably determines constitutes an attempt to exploit or abuse any Promotion.

In addition to Account suspension or termination and credit forfeiture, OAS reserves the right to pursue any and all legal remedies available to it against any person who engages in fraudulent or abusive conduct in connection with any Promotion, including civil claims for recovery of any financial value obtained through such conduct and, where the conduct constitutes a criminal offence under Singapore law, referral to the appropriate Singapore law enforcement authorities.

OAS uses automated and manual monitoring systems to detect patterns of Promotion abuse. Members who are found to have engaged in Promotion abuse will not receive any prior warning

before enforcement action is taken. OAS's determination of what constitutes Promotion abuse is final and binding.

## **9. Relationship with Other OAS Terms**

---

These Free Credits Terms supplement and, to the extent of any inconsistency in relation to matters specifically concerning Free Credits, override the provisions of the Credit Purchase & Payment Policy. In all other respects, the Credit Purchase & Payment Policy continues to apply to all matters relating to credits, including the general principles of non-transferability, non-redemption for cash, automatic application by earliest expiry, and the in-platform refund mechanism.

These Free Credits Terms should be read together with all other applicable OAS Terms at all times. Your membership and use of the Platform is governed by the complete set of OAS Terms, taken as a whole, and no single document should be read in isolation.

## **10. Modifications to These Free Credits Terms**

---

OAS reserves the right to modify these Free Credits Terms at any time and without prior notice, including changes to the categories of Free Credits, the eligibility rules, the expiry periods, the permitted uses, and the non-transferability rules. Any modifications will be communicated to members via the Platform and/or by email and will take effect from the date specified in the notice.

Your continued use of the Platform, including the receipt or use of any Free Credits, following the effective date of any modification to these Free Credits Terms constitutes your acceptance of the revised terms.

## **11. Governing Law**

---

These Free Credits Terms shall be governed by and construed in all respects in accordance with the laws of Singapore. Any dispute arising out of or in connection with these Free Credits Terms shall be subject to the exclusive jurisdiction of the courts of Singapore.

---

— *End of One Active Space Terms & Conditions* —

Last Updated: 25 May 2026 | [oneactivespace.com](https://oneactivespace.com) | [enquiry@oneactivespace.com](mailto:enquiry@oneactivespace.com)