

Terms & conditions for Autumn offer

All prices are in AUD and are inclusive of GST

- The autumn offer includes Udio's base and customer portal modules (\$220 total per month), free setup and the premium onboarding package (see description below). If you are not 100% satisfied with Udio after three months, please send us an email so we can discuss this with you. If you are still not satisfied, we will refund you the customer portal for those three months (\$330 as the customer portal is \$110 per month).
- Users must complete the agreement and make their first payment of \$200 before 31/03/22 in order to redeem the offer.
- The sign-up price (\$220) is based on the business running out of a single site - businesses with two or more sites should [email Patrick](#) (Head of Sales) to discuss subscription options for multi-operators.
- 'Manual tasks' refer to any administrative tasks done by you or a member of staff, such as manually creating timetables or using paper to manage attendance and then transcribing into a spreadsheet. Other examples include in-person or over-the-phone interactions with customers, such as adding or making changes to bookings, taking payments or creating a new membership. This is not an exhaustive list.
- The 'premium onboarding package' includes a dedicated account manager who will deliver a guided demo of Udio, before setting up the business in both a sandbox and a live environment (provided the client supplies the requested information). They will show you how to create programs, add classes, create payment types and import your existing people data. There will be free email and phone support from 8 am – 4 pm (AWST), Monday to Friday, as well as 24/7 access to visual training manuals.