

## **Pilates with Aplomb Terms and Conditions**

- 1) All clients must complete an enrolment form prior to commencing Pilates. Any change to the information given on this form must be notified as soon as possible.
- 2) Group classes are scheduled weekly throughout the year, with the exception of public holidays and the fortnight covering Christmas and New Year (in line with Hampshire School term dates) when there will be no classes.
- 3) There may be occasions where it is necessary for classes to be cancelled at short notice due to personal reasons or hall unavailability. In this case, as much notice will be given as possible, via email, text message or phone. It is the client's responsibility to ensure the contact details held by Pilates with Aplomb are correct.
- 4) Classes must be paid for in advance (see below).
- 5) A minimum of 40 classes will run at each advertised time per calendar year. Dates of planned cancellations will be advised with at least 4 weeks notice.
- 6) Client Cancellation Policy
  - a. If you are unable to attend a class, please give as much notice as possible.
  - b. If missed classes exceed 7 per year, you can catch up your missed session in another class of the same ability level within 12 weeks, space permitting.
  - c. Lack of attendance or a cancellation made with less than 24 hours notice before the class is due to start cannot be made up.
- 7) Missed payments may result in your space being allocated to someone on the waiting list.
- 8) Termination of membership
  - a. Please give at least a months' notice if you are discontinuing your class attendance.
  - b. In exceptional circumstances, refunds may be given on a pro-rata basis.
  - c. Any refund will be subject to a £5 administration fee.

### **Payment for classes**

Payments are to be made via a monthly Standing Order payment of £29. A minimum of 40 classes per year are guaranteed at each scheduled time, and the payment covers attendance at 33 of these (allowing 7 weeks for sickness cancellations and holidays). If you attend more than 33 classes per calendar year, the price point per class decreases. If the "free" cancellations are exceeded, with appropriate notice, clients can attend other classes from the to catch up missed sessions.

Clients may also attend additional classes (space permitting) on a drop-in basis, charged at £11 per class.

Missed class fees may also be offset against the cost of a Private session, affording a reduction of £10 per missed class, to a maximum.

### **Private Pilates sessions**

These are held at our location in Chandlers Ford, in your own home, or at an external studio as agreed. Private sessions are suitable for individuals, or for up to 5 people (space permitting). Payment can be made session by session, or in bulk for 5, 10 or 30 sessions at a discounted rate. Current prices are available on request. Cancellations or the early termination of a block of sessions are applied in the same way as detailed for Group Classes above (6a/6c/8b/8c).