

## 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) There may be occasions where it is necessary for classes to be cancelled at short notice due to personal reasons. 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.
- 3) Sessions must be paid for at least 48 hours in advance or as detailed below.
- 4) **Sickness Policy**
  - a. If you have symptoms of any potentially transmissible disease, you must not attend a face-to-face lesson until you are symptom free. In the case of Diarrhoea and Vomiting, you must be clear from symptoms for at least 48 hours before returning to class. The 24 hour notice period will be waived in this instance, and you have the option to catch up your missed session in an online class of the same ability level within 8 weeks, space permitting.
  - b. If you feel well enough to participate on the day, online attendance is available in all group classes and private sessions (space permitting and limited to 4 in community venues). Please ask for the relevant link with as much notice as possible.
  - c. In the event of government restrictions or your teacher displaying symptoms of a potentially infectious illness, group classes and private sessions will be delivered online. No refunds can be given in the event you are unable to participate online, but you have the option to catch up your missed class in another of the same ability level within 8 weeks, space permitting.
- 5) **Communication** - we use email, text message and phone for communication. If messaging about a class/session on the day, please use text message. If messaging more than 24 hours in advance, we would appreciate you using email.

### Group Classes

- 6) Group classes are scheduled weekly throughout the year, with the exception of regular public holidays and the fortnight covering Christmas and New Year when there will be no classes.
- 7) A minimum of 36 classes will run at each advertised time per calendar year. Dates of planned cancellations will be advised with at least 2 weeks' notice.
- 8) **Client Cancellation Policy**
  - a. If you are unable to attend a class, please give as much notice as possible.
  - b. If more than 24 hours' notice is given:
    - i. you can catch up your missed session in another class of the same ability level within 8 weeks, space permitting.
    - ii. Missed group class fees may alternatively be offset against the cost of a Private session, affording a reduction of £8.50 per missed class, to a maximum of £25.50 against any one session
  - 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 in a face-to-face class, although online options may be offered at our discretion.

- 9) In the event a teaching venue is unavailable, classes will be delivered online. No refunds can be given in the event you are unable to participate online, but you have the option to catch up your missed session in another class of the same ability level within 8 weeks, space permitting.
- 10) Missed payments may result in your space being allocated to someone on the waiting list.
- 11) Termination of membership
  - a. Please give at least a months' notice if you are discontinuing your class attendance.
  - b. In exceptional circumstances and at our discretion, refunds may be given on a pro-rata basis.
  - c. Any refund will be subject to a £25 administration fee.
- 12) **Payment** - Payments are to be made via a monthly Standing Order payment of £34.50. While a minimum of 36 classes per year are guaranteed at each scheduled time, the payment covers attendance at 33 of these (allowing 3 weeks for sickness cancellations and holidays). If you attend more than 33 classes per calendar year, the price point per class decreases. With appropriate notice as detailed above, you can attend other classes to catch up missed sessions. No refunds will be given if you are unable to catch up missed sessions.

### **Private Pilates sessions**

- 13) These are held at our location in Chandlers Ford, in your own home, or at an external studio as agreed.
- 14) Private sessions are suitable for individuals, or for up to 8 people (space permitting).
- 15) 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.
- 16) Missed payments may result in your session be cancelled with no notice.
- 17) Cancellations or the early termination of a block of sessions are applied in the same way as detailed for Group Classes above (8a/8c/11b/11c).