

## PilatesBody4U Terms and Conditions

**What to wear** Please wear layers of clothing, not too loose as we need to see and check your posture. You may also want to bring a light blanket to use during a short relaxation at the end of a Pilates class. We usually work in bare feet or socks; we do not recommend working in shoes or trainers unless you have been advised by your doctor or physio.

**Equipment** All equipment is provided free of charge during a PilatesBody4U class so all you have to do is turn up. You are welcome to bring your own mat and we suggest you bring a water bottle plus a hand towel to put over the equipment especially if you wear makeup or know you tend to sweat a lot.

**Before class** A health screening form is required to be completed and signed before attending any class. PilatesBody4U reserves the right to refuse any person that may be unsuitable to attend a class. Please allow at least 5 minutes to arrive and get ready to start class at the given time. Please keep your instructor up to date with any change to your medical conditions before a class starts plus, email any changes in your personal details so that your health screening form can be updated.

**During class** Please ensure your mobile phone is turned off or on mute during class as this can be very disruptive to everyone. For safety reasons, we advise that you avoid chewing gum or eating during classes and PilatesBody4U takes no responsibility.

**After class** If you have any questions after class but are unable to speak to your instructor then please drop us an email.

**Can I just turn up to attend a class?** All PilatesBody4U classes are pre-booked to make sure you are booked in the right class to suit you. This helps us to monitor numbers and ensure each member has completed a screening form and had a chat about your goals and medical issues before any class commences.

**Free taster sessions - for new clients only** We welcome free taster sessions for new people to try a class before they commit, however booking is still required. If they wish to continue, after the free taster session they will only pay for the remaining weeks of that month and then continue to pay monthly.

**Members bringing along visitors** We want to help our members to continue to attend their classes especially if they have friends and family visiting. Please contact Jan for more details

**On holiday or what if I miss a class?** PilatesBody4U cannot be held responsible for you missing a class, there are no refunds for any missed classes however, we do try and offer a catch-up system. If you are unable to make it to your usual class you can book into another class if there is a space for when you are available. If you are unable to make it to your usual class, all we ask that you give at least 24 hours' notice when unregistering yourself from TeamUp so that someone else who maybe looking for a catch-up class may use your space.

We find that the catch-up system is really helpful for people who are going on holiday and do not want to lose their place in class, they can catch-up their classes either before they go away or when they come back, whichever is easier for you and when space in class permits. All catch-up classes are valid for 3 months only and can be taken before or after the missed session however, no catch-up classes will be carried over to the following calendar year. During some busy months catch-ups may not be possible and



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PilatesBody4U cannot be held responsible. Places are limited in each class and we strive to provide a quality service and not over book numbers.

**Can I put my membership on hold?** Yes of course, if you need to take a break from classes for any reason, we can put your account in TeamUp on hold and if you pay by GoCardless your payments will be frozen. However, if you pay by bank transfer it is your responsibility to pause your monthly payment.

When your account is placed on hold your place will be offered to the next person on the waiting list, PilatesBody4U cannot guarantee your regular time or venue on your return but, we will do our best. Please note if your account is on hold and payments are ceased all previous outstanding catch up classes will be immediately cancelled and cannot be redeemed on your return.

**If we have to cancel a class or change a venue** In the unlikely event that PilatesBody4U has to cancel a class or a hall becomes unavailable we will endeavour to set up a replacement class, preferably at the same time but this cannot be guaranteed. A refund will not be valid unless we are unable to offer an alternative class.

**PilatesBody4U Guarantee** If you book and pay for a month then decide to change your mind, let us know within 7 days of booking and we will refund the remaining amount for that month. It's that simple, so there is never any pressure when booking in advance.

**Membership Packages** All members will be offered the following packages: -

- Silver Package (monthly payment) – One class per teaching week per person
- Gold Package (monthly payment) – Two classes per teaching week per person

We will honour all previous membership packages with current members until they wish to cancel.

**Payment Methods** In preferred order: -

- GoCardless through the on-line booking system TeamUp
- Standing order – via your online banking or manually paying in at your local bank
- Bank transfer – via your online banking or manually paying in at your local bank

**We do not accept cash payments**

Decide which membership you wish to book; Silver or Gold and we will send you a link via email to set up your account within our on-line booking system TeamUp.

**Contact details**

- E-mail - [enquiries@pilatesbody4u.co.uk](mailto:enquiries@pilatesbody4u.co.uk)
- Website, class info, class times and calendar - <http://www.pilatesbody4u.co.uk/>
- Facebook for top tips and updates - <https://www.facebook.com/pilatesbody4u/>

**When can we contact you?** We will always endeavour to answer any e-mails within 2 working days during normal teaching weeks.

*PilatesBody4U has the right to review and change our terms and conditions at any time. Including any price increase at any given time however, we will inform each member with plenty of notice and before the 1<sup>st</sup> of the previous month for when the increase is applicable from.*