



PILATES CLASS – TERM CONDITIONS

Starting Pilates

- An Initial Assessment is required prior to starting pilates. This allows us to fully assess your injury, familiarise you with the equipment and explain the principals of pilates.
- You may require one or more follow up sessions before beginning group classes. This will be discussed during your initial assessment. You may begin group classes when your physio feels you are ready.
- Your exercise program will always be tailored to your own individual needs, even in group classes.

Timetable Structure

- There is a maximum of 5 people per group class.
- You can purchase a block of 12 sessions which guarantees you a set class time each week.
- You may also attend casually but bookings can be made not more than a week in advance.

Costs and receipts

- Each class costs **\$35** with selected reduced prices for our preferred provider members.
- Payment is required for a 12 week pass at the commencement of your sessions or when you have 1 session remaining on your block.
- Participants wishing to purchase smaller blocks can be accommodated, however we reserve the right to give preference to members wishing to purchase a 12 week block.
- A receipt will be provided at the completion of your 12 sessions to then allow claiming with your private health.
- Casual participants can claim via HICAPS on the day
- If participants do not attend, or cancel classes, receipts will not be issued for those dates

Cancellation Policy

- Fees are not refundable or transferrable.
- If you cannot attend a class, you must give notice of cancellation as outlined below.
- **For any am classes, cancellations must be made by 5pm night before.**

- **For any pm classes cancellations must be made by 12pm that day.**
- If you unable to give adequate notice you will be charged for that class.
- If adequate notice is provided your session will not be charged.
- In the event that a class is cancelled (eg staff illness), participants will be given a class credit.
- If 3 or more sessions are cancelled within a 12 week period outside of pre notified leave or prolonged illness, we reserve the right to offer the permanent spot to another participant.

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