



Pilates Terms and Conditions

All of our Pilates classes are available on a '10-week pack' basis to participants who wish to book the same time slot each week. This is a permanent booking, which we will hold specifically for you which will enable you to keep up regular attendance and achieve your Pilates and fitness goals. Reformer and Equipment packs run continuously throughout the year (excluding Christmas holidays), whilst our Mat classes run on 10 week terms corresponding with the school terms.

We understand that there will be some individuals whom this 'permanent' time slot will not work, and apologise for any inconvenience that this may cause. In this instance we encourage clients to use the MindBody App or our website to purchase packs or classes to use on a casual basis when classes become available. You can also use MindBody to change or cancel classes at your convenience. Instructions how to use the MindBody App to buy packs and change classes can be found on our website www.bodyalignphysio.com.au

Make-up classes -

We understand that life happens and there may be the odd occasion that you are not able to get to class, in which case we will do our best to help you to find a 'make up' class at an alternative time and date. It is the participant's responsibility to arrange their own make up classes and in some instances unfortunately this may not be possible.

Please note for Mat classes, in each ten week block you are able to do this a maximum of two occasions and are required to give us at least 24 hours' notice. Make up classes MUST be completed within that term.

No shows and cancellations -

Due to the popularity of classes there is a 24 hour cancellation notice policy. This ensures other regular participants can do a 'make up' in an alternative time or 'casual' clients are able to attend. It is the participant's responsibility to arrange their own make up classes so we encourage you to change the required times in advance. If you do not attend the class or fail to give us 24 hours' notice you will forfeit this class and will still be charged.

Pack Renewals and New Term bookings -

Reformer and Equipment Pilates - 2 weeks before your 10 week pack is complete you will receive an email notifying that your pack is due for renewal and gives you an opportunity to let us know if you will no longer be continuing in a class. Payment for your new pack will be due on the date of your last class either in person at the clinic, via your nominated card on file or over the phone to ensure all clients are paid in full for the start of their next pack.

Mat Pilates - At the end of week 7, the next term of classes will be available for bookings and people already in those time slots will be given priority. If there is a participant that does not wish to continue in the next block, then the spot will be made available to the next person on the waiting list for that time/day. Payment must be paid at the time of booking to secure your spot.