

## **Booking Policy Reformer Pilates**

Classes may only be used by the individual booked into the class.

There is a maximum of 9 participants per class.

Clients must be 16 years or older.

To allow for adequate set up one must arrive 5 min before class start time. Late arrivals will not be permitted entry.

Please ensure medical clearance has been provided for any injuries, conditions or pregnancies before your first session.

Participating in Reformer Pilates is undertaken at your own risk. You must inform instructors if there are any risks to your health by participating in Pilates i.e. having pre existing injury, illness, muscle soreness, pregnancy or discomfort prior and during the class.

For hygiene purposes, socks must be worn at all times during your workout. Grip socks are recommended.

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## PURCHASING

You must book into a class before attending. Bookings are open 7 days in advance.

To purchase and book a class via the UniActive App or Website, you will need to be a member of UniActive or create a guest account. This can be completed online or in person via reception.

Payment is required at time of booking. Class attendance will not be permissible without a paid booking.

## CANCLATIONS & NO-SHOW POLICY

**You must cancel with more than 6 hours of the class commencement to be offered a credit**

## REFUNDS

Refunds are not permitted however a credit will be given. Exceptions **may** be made for injuries or medical conditions should adequate certification be provided.

## WAITLIST

We offer a waitlist system. **By placing yourself on the waitlist be prepared to attend the class. You will be notified by email as soon as a spot becomes available.** If you no longer wish to attend the waitlisted class, simply cancel out before the 6- hour mark.

## SCHEDULE / TRAINER CHANGES

We try to keep our schedule as regular as possible, however, sometimes things change. For any schedule and/or trainer changes, we aim to provide as much notice as possible. If a class is cancelled members will receive a refund.