



PILATES TERMS & CONDITIONS

1. Our Equipment Pilates is not run on a casual class basis. Each pilates term is a 6 weeks course, which allows for continued progression from start to finish. Our Women Health Pilates is run on casual class basis. Each pilates class is \$32.
2. To secure your place in a class, you must pay the full up-front term, which is \$192 for a 6 weeks term (\$32 a class). We do this because if 5 class attendants went to pay before each class, the class will run behind time trying to process each payment, amongst the other patients at the clinic who may also be paying for their treatments at that time. To claim rebates from your health fund, you will receive a receipt after each class, or opt to have an itemized receipt at the end of the term, and then claim via your health fund. Most health funds now allow for online claiming, but keep in mind that you may have to visit their office or send in claim forms via mail to be able to submit a claim and receive rebates.
3. A minimum of 3 people are required for a class to proceed. You will be contacted via text, phone or email should a class be cancelled. Please be aware classes are on a first come first serve basis. To avoid disappointment, classes can be booked up to 4 weeks in advance.
4. Out of consideration for the Trainer, other clients, and also for your own safety, the warm-up is an important aspect of each class. Please be aware that if you are more than 5 minutes late for a class, you may join the class, but you are at higher risk of injury, and you proceed at your own risk.

Life Physiotherapy

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5. Owners and/or Trainers reserve the right to restrict clients to a particular class type for safety reasons.
6. If a class you particularly want is fully booked please sign up for the waiting list. We would also suggest you book into another class just in case.
7. Trainers and classes are subject to change without notice. Life Physiotherapy reserves the right to cancel classes if necessary, and in this case, will contact you via email, call, or text to inform you as soon as we can.

Cancellation Policy

Our class sizes are small and can fill quickly. This is why our Cancellation Policy exists which all clients must be adhere to.

1. Cancellations need to be made more than 3 hours prior to your class beginning. Any cancellations, no-shows or other reasons for non-attendance will mean that any payment for that class is forfeited. If you have a medical reason for not being able to attend a class or complete the remainder of the pilates term, you must provide a medical certificate stating the reason. In the case of not being able to attend the remainder of the pilates term due to medical reasons, payments for all remaining classes will be forfeited unless you obtain a medical certificate, in which case the credit remaining from classes unattended can be used for future pilates classes, or any of our services at Life Physiotherapy, such remedial massage and physiotherapy. Any remaining credits will be held for a maximum of 12 months from the time of non-attendance. No refunds will be made under any circumstances.

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2. As we run our pilates classes as a 6 weeks course, we do not have any catch up classes. Therefore, if you miss a class, there are no catch up classes, and due to spacing, we cannot place you in another class at the same level (for example, if you miss Beginners Monday class, you are not able to come in on Tuesday's beginner class to catch up). We understand sometimes unforeseeable circumstances can arise, but we have to be strict, fair and consistent with all clients, therefore NO exceptions will be made.
3. If you have a pre-existing injury or medical condition that may prevent you from performing what is required in pilates, it is important to obtain advice from your treating physiotherapist or doctor prior to joining in our pilates classes.

Age limits and restrictions

You must be at least 16 years of age to attend our classes. Children younger than this age are not permitted. It is recommended that children are not to be left in the clinic while you attend class, as other treatments may be going on at the same time, and extra bodies may take up space that other patients may need to use, or cause disruptions to the smooth running of the clinic. If you have 1 or 2 children that are well behaved, we may consider allowing them to stay within eye-sight, but please discuss this with the class instructor *prior* to attending the class, and be aware that this may not be an ongoing condition.

Personal Agreement

You agree that Life Physiotherapy is in no way responsible for the safekeeping of your personal belongings while you attend class. You understand that classes may be physically strenuous and you voluntarily participate in them with full

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knowledge that there is risk of personal injury, property loss or death. You agree that neither you, your heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Life Physiotherapy or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.

Life Physiotherapy does not assume responsibility for any lost or stolen personal property. If you do become the victim of a theft, immediately report it to a staff member.

By booking into a class you automatically agree to the above Terms & Conditions.

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