



TERMS & CONDITIONS:

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PRIVACY & SECURITY:

Commitment to Data Security:

Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails from our sites allow you to opt out of further mailings.

Pilotties Pilates will never sell trade, rent, exchange or otherwise share your personal information with any other person, company or organisation.

PAYMENTS:

- Payment for classes/sessions must be made in advance and is non-refundable
- All blocks are valid from date of purchase and **must be used within the expiry period**
- We run a strict 24 hour cancellation policy for all classes and sessions.
- If you give 24 hours' notice that you are going to miss a class/session in a block then you can make the class up by dropping in to another scheduled class within the expiry period.
- Space in other classes cannot be guaranteed and is based on availability.
- CANCELLATIONS MUST BE MADE at least 24 HOURS BEFORE THE START OF THE CLASS or session. Your advance payment for the duly cancelled class or session will

be credited to your account to be used within the expiry period. Unfortunately, Pilotties is not in a position to forfeit late cancellations or missed classes, so these will be charged.

- Payment can be made (1) Online (2) by Bank Transfer (3) In Cash.
- Pilotties Pilates does not issue refunds-however payment can be gifted to another party without penalty and with prior approval.

TIME:

- Please arrive no more than 5 minutes prior to the start of your class in order to settle accounts and change.
- Classes (group, semi, private or other) are 55 minutes long.

YOUR WORKOUT:

- Please provide an accurate physical / medical history prior to your first session or class.
- Please wear clothing that allows you to move easily and comfortably with socks or bare feet.
- **Please avoid wearing jewellery and do not wear clothing with zips or buttons as it damages the equipment.**
- The Pilates method is "hands on". If this is uncomfortable for you in any way, please inform us.
- For Mat classes we work on a block basis, based around 6 or 10 weeks. Classes are payable at the beginning of the block.
- For Reformer or Private classes/sessions we work on a block basis, based around 5 or 10 weeks payable at the beginning of the block. One off sessions are available, but are not recommended.
- We don't allow drop-ins unless approved by the class Teacher in advance.
- Please use the cleaning material provided to wipe down equipment after every class.
- Mobile conversations are not allowed whilst sessions are in progress. Please "mute" your phone. Your courtesy will be appreciated.

COMMUNICATION

- We value your feedback. Please feel free to email us with any concerns or comments to enquiries@pilottiespilates.co.uk

PRIVATE/ SEMI PRIVATE SESSIONS	REFORMER DUETS AND CLASSES	GROUP MAT CLASSES
<p><u>Private and Semi Private sessions</u> are booked at your convenience. Semi Private for a maximum of 2 people.</p> <p>We offer discounts for blocks of 5 and 10 classes.</p> <p>You can book a regular session time and can do multiple sessions a week.</p>	<p><u>Duets</u> are booked at your convenience and are for 2 people of similar ability.</p> <p><u>Classes</u> are for a maximum of 3 people</p> <p>We offer discounts for blocks of 5 and 10 classes.</p> <p>You can book a regular session time and can do multiple sessions a week.</p>	<p><u>Mat classes</u> are for 4-10 people.</p> <p>Blocks are 6 or 10 weeks and are offered at discounted rates.</p> <p>Sessions missed with 24 hours or more notice can be made up in another mat class of a suitable level by arrangement. Availability is not guaranteed.</p>