



TERMS & CONDITIONS:

Information published on this website is provided for the use of its visitors and you are advised that, although care has been taken to ensure technical and factual accuracy, some errors may occur. No guarantee is given of the accuracy or completeness of information on these pages. Please be aware that Pilotties Pilates may alter the information on its website from time to time. Pilotties Pilates shall have no liability arising from the use by any party of the information on this website. Pilotties Pilates does not warrant the information on this website in any way, and in particular no warranty is given that the website or its contents or hypertext links are virus free or uncontaminated. You are advised to make your own virus checks and to implement your own precautions in this respect. Pilotties Pilates exclude all liability for contamination or damage caused by any virus or electronic transmission.

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.

GENERAL:

- New clients should start with at least one private session to assess their individual needs and develop a strong understanding of the basics of Pilates.
- Please arrive **no more** than 5 minutes prior to the start of your session.
- Sessions (group, semi, private or other) are 55 minutes long.
- Group classes will normally, though not always, be taught by the named teacher. Pilotties reserves the right to substitute teachers as needed.
- Please provide an accurate physical / medical history.

- Pilates is "hands on". If this is uncomfortable for you in any way, please inform us.
- Please wear comfortable workout clothing, nothing too baggy (**avoid ZIPS on the back of your clothing as it damages the equipment**) that will enable your Teacher to observe the functioning of your body.
- It is best to tie long hair back and not wear jewellery.
- Clean bare feet preferable, but clean socks are acceptable.
- Please use the cleaning material provided to wipe down equipment after every session.
- Mobile conversations are not allowed. Please "silence" your phone. Your courtesy will be appreciated.

PAYMENTS:

- Payment 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.**
- **CANCELLATIONS MUST BE MADE at least 24 HOURS BEFORE THE START OF THE SESSION.** Your advance payment for the duly cancelled 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 sessions, so these will be charged.
- Semi-Private and Reformer Duet sessions can only be booked for 2 people. If one cannot attend the other has the option to pay the additional amount to convert to a private session or, if more than 24 hours in advance, reschedule the entire session to another day/time *within the expiry period*.
- Payment can be made (1) Online (2) By Bank Transfer (3) In Cash.
- **Pilotties does not issue refunds.** However, payment can be gifted to another person without penalty and with prior approval
- Special offers are valid for a fixed period and cannot be altered.

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 we recommend multiple sessions per 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 we recommend multiple sessions per 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>