

Body Align Physiotherapy & Pilates  
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### PILATES TERMS AND CONDITIONS BODY ALIGN PHYSIO

We run three types of Pilates classes – Equipment, Reformer and Mat Pilates Classes

Equipment classes are designed and taught by Physiotherapists and are best for people who have an injury or painful condition that needs an individualised program and support from the Equipment to assist the retraining of their muscles and joints. If you choose to do Equipment classes you will require 3 x 1:1 sessions with one of our physiotherapists so that they can assess your movement and design a program to suit your needs. You can then go into any Equipment Class from our timetable pending availability. Equipment classes are claimable through private health.

Reformer classes are suitable for those with no current injuries or have been guided by our physiotherapists/Instructors prior to starting a class. You will require a 1:1 session with one of our physiotherapists/instructors prior to beginning a reformer class so that we can assess your movement and current strength level and teach you the basic Pilates principles and movements. Certain exercises will be modified to suit your particular needs.

Mat classes are for clients who want to do floor based Pilates class to strengthen and do not have an injury which is currently in an acute phase. You will require a 1:1 session with one of our physiotherapists/Instructor prior to beginning a mat class so that we can assess your pain or injuries, movement and current strength level and teach you the basic Pilates principles and movements. Certain exercises will be modified to suit your particular needs.

### PILATES TERMS AND CONDITIONS

#### IMPORTANT INFORMATION

- We require 24 hours notice if you are unable to attend a class. Our class sizes are small and regularly booked out with clients on a waiting list. If you do not cancel or reschedule your class outside of the 24 hour time frame or are a no-show/absent from your class you will be charged for the full session amount.
- Private health insurance rebates only apply to our Equipment classes. Please ensure you enquire with your health insurance provider using code 560 for full details of your gap. Our Reformer and Mat classes are no longer claimable through private health.
- Before attending any you must be assessed by one of our physiotherapists and complete 2-3 private 1:1 sessions with the physiotherapist. This enables us to identify any injuries and specific needs as well as to teach you the basic principles of Pilates in a one-to-one setting.

### *Single Session Passes*

- Single Sessions are valid for 1 month and are activated on the date of purchase. Sessions are non-refundable and are not transferable between individuals and cannot be extended unless you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.

### *Session Packs*

- 10 Session Packs are valid for 3 Months and are activated on the date of your first class booking. This excludes Pilates Mat Classes that expire at the end of each school term.
- 5 Session Packs for Equipment and Reformer are valid for 2 months and are activated on the date of your first class booking.
  - Session Packs are non-refundable and are not transferable between individuals and cannot be extended unless you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date. Session packs cannot be shared with more than one person as all session packs are for individual use only.
- Pack Direct Debits - Pack Direct Debits are activated on the date of your first class booking, automatically renewing on the same day every 10 weeks. Direct Debits are nonrefundable and are not transferable between individuals and cannot be extended unless you are injured, in which case we will request a medical certificate. Extensions due to medical reasons must be requested before the expiry date.
- If you wish to cancel your Pack Direct Debit payment, please give us 7 days written notice via email to [admin@bodyalignphysio.com.au](mailto:admin@bodyalignphysio.com.au) to stop the payments. If you wish to stop Pilates you must complete the remaining sessions of your pack as these can not be refunded or transferred to other clients.

### *Bookings, Attendance & Payment*

- A minimum of two people are required for a class to proceed for both equipment and reformer classes. A minimum of four people are required for a class to proceed for mat classes. 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 6 months in advance.
- Bookings are made online or in the studio. Call (02)44542309 (if it is out of reception hours please leave a message and we will get back to you promptly or Email: [admin@bodyalignphysio.com.au](mailto:admin@bodyalignphysio.com.au))
- Payment must be made upon booking, no exceptions. To book into a class you must either have pre purchased sessions in your account or pay at the time of booking at Body Align Physio.
- If a class you particularly want is fully booked please sign up for the waiting list. Due to our 24 hour cancellation policy there is movement in the classes. Should a place become available then you will receive either an email or text from us offering you a place in the class. Please notify us if you receive an email from us if you can attend or not.

- Make-up classes – It is the participants responsibility to arrange their own makeup class and in some instances unfortunately this may not be possible. Please note 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 class pack.
- Pack Renewals and New Term bookings: *Reformer and Equipment Pilates* – 2 weeks before your 10 week pack is complete you will receive a message notifying that your pack is to be renewed via deducting from your nominated credit card on the start of the 10<sup>th</sup> week of the pack. The date will be specified that your payment will be deducted. This will ensure you can give us 7 days notice if you are not continuing Pilates at Body Align Physio.

*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 made upon booking, no exceptions.

- Physiotherapists reserve the right to restrict clients to a particular class type for safety reasons; and Physiotherapists/Instructor reserve the right to turn clients away if they do not have the correct medical clearance.
- You can attend our Pilates classes during pregnancy but please ensure you notify the Physiotherapist/Instructor so that correct modifications can be made.
- Sessions are not transferable to another individual and cannot under any circumstances be used by another person. If someone other than the person booked into the class arrives to use the session, they will be turned away from the class – or asked to create an account and purchase their own sessions.

### *Gift Cards*

If you have received a gift card you must contact Body Align Physio and quote your gift card number to redeem it. Gift cards are transferable but not refundable. If it is out of reception hours please leave a message and we will get back to you promptly. Gift cards are valid for 24 months from date of purchase.

### *Cancellations*

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

- Group classes: Cancellations need to be made more than 24 hours prior to your class beginning. We understand that sometimes unforeseen circumstances can arise but we have to be strict, fair and consistent with all clients, therefore, no exceptions will be made.
- Private 1:1 sessions: A 24 hour cancellation policy applies.
- Physiotherapists and classes are subject to change without notice. Body Align Physio reserves the right to cancel classes if necessary.
- If you do not cancel or reschedule your class outside of the 24 hour time frame or are a no-show/absent from your class, you will be charged for the full session amount.

### *Payment Policy Payment*

Payment Policy Payment must be made upon booking, no exceptions. To book into a class you must either have credits in your account or pay at the time of booking. Your nominated credit card will be stored on file via the Mindbody App.

### *Child Attendance Policy*

Body Align Physio does not offer childcare services. During Pregnancy/Postnatal Pilates classes we have a reception staff member available to assist you in the supervision of your child. During the class your child remains the responsibility of the parent. Once babies are mobile it is no longer safe for them to attend Mums and Bubs classes. Children under 16 years of age are more than welcome to attend with their parents during classes however during the class the child remains the responsibility of the parent.

### *Personal Agreement*

Body Align Physio 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 Body Align Physio staff member.

By booking into a class you agree to the above Terms & Conditions. If you have any concerns about these terms, please call and speak to Bree, our Practice Manager.

Kind Regards, The Body Align Physio Team

Please sign to confirm you accept these terms and conditions.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Nominated Credit Card Details

Card Number: \_\_\_\_\_

Name: \_\_\_\_\_

Expiry Date: \_\_\_\_\_