

# Group class Terms & conditions

*Please note changes to the pricing and cancellation Policy*

- **Pricing**
  - Classes are \$34 for a 10 pack (\$340), \$36 for a 5 pack (\$180) and \$40 for individual classes (prices are before any private health rebate).
  - If you purchase packages you will need to claim your private health rebate independently, a receipt is emailed or printed after all classes on the pack are used.
  - Non-attended or classes cancelled within 24 hours that incur a full fee; cannot be claimed with private health.
  - Packages expire in 12 months from date of purchase.
- **Cancellation policy**
  - Cancel 24 hours prior to a class for no fee.
  - Cancellations made within 24 hours of a class will incur a full fee; as we may not have time to fill your class. While we understand that life can throw us all challenges and unforeseeable circumstances can occur, we need to maintain a strict and consistent policy and no exceptions will be made.
  - If you would like a recurring booking in a class, please ensure that you are booked in advance for at least *a 6-week period* to avoid disappointment. This is due to online bookings being available 6 weeks in advance. If you are unsure of your bookings simply call the clinic or check your email for booking confirmations.
  - If a physiotherapist is unavailable to take your class, we will endeavour to reschedule the class or if there is another physiotherapist available, they will take your class.
- **What to bring (please name your items!)**
  - Socks – Pilates socks are great for our machines as they are non-slip. We have some for sale in clinic.
  - Runners/sneakers aren't essential; however, they can be useful for certain exercises.
  - Water bottle