

Welcome to Pilates at Body In Motion Health Group. To create the best experience for yourself & others, the following policies are enforced across our studios.

Signing In

You must check in at the front reception desks before entering the studio for class, even if you have reserved a space in advance. All sessions are pre paid before class begins, or paid in advance via purchasing a concession.

Door Policy

Please make sure you arrive 5-10 minutes prior to class time. At the class start time, we reserve the right to give latecomers' spots to clients who are present in the studio on standby waiting for an available space. In case you are late by less than 10 minutes and space is still available, the reception team will allow you to enter the class. **Latecomers by more than 10 minutes will not be permitted to enter the class regardless of space availability.**

Cancellation Policy

To avoid being charged for sessions not attended, clients must provide a minimum of 4-hours notice for group classes and 12-hours notice for private & duo – private sessions. Classes unattended will be charged at the full class value, privates & duo-private sessions will be charged at 50% of the session cost. We appreciate that unforeseen circumstances may prevent you from attending your session. However, this policy is vital for the good functioning of our studios, the trainers & waitlist clients. There are no exceptions to this policy.

Refunds

Body In Motion do not offer refunds except in the event you are deemed medically unfit to participate in Pilates for the foreseeable future, in which case you will receive a credit toward other services provided at Body In Motion, less a \$15.00 administration fee, valid for 6 months from the first day of notice.

Freeze Policy

If you have purchased a concession package and will be unable to attend your sessions before it expires (6 months from purchase date), you will be able to freeze it for up to 3 months from the date you ask for the freeze. The request for the freeze must be made in writing to the Pilates Manager (an email is acceptable) and approval will be at the Manager's discretion. Only one freeze can be applied each year, per client.

Transfers

If you have purchased a concession package and will be unable to attend your sessions before it expires (6 months from purchase date), you are entitled to gift the remainder of your package to another individual attending Pilates classes, less a \$15.00 administration fee. If the gifted attendee has not attended our studio before, they will first need to complete their private 1:1 introduction session with a Trainer, before the concession credit will be applied to their account, valid for 6 months from the time of transfer.

Are your sessions about to expire?

Simply purchase another pack of the same type of sessions and we will extend the expiration date on your old pack to the expiry date of your new pack. Remember, once your sessions expire, you cannot use them or extend them. So buy your next pack and let the reception team know you wish to extend your past package before the old ones expire – its that easy.

Personal Belongings

Body In Motion does not accept responsibility for any loss, theft or damage caused to any items, valuables or personal belongings brought into our studios, and clients do so at their own risk.

Health & Safety

In the event of fire or emergency, go to the nearest exit where your Instructor will instruct you on next steps. In the event of an injury occurring during your session, identify this to your Instructor immediately and follow their instruction to either modify the remainder of your session or to stop your session entirely. In each studio, there is also gym equipment on display. Please keep off any equipment you are not instructed to be on, and under no circumstance, are you permitted to lift or move our Pilates Reformers.

Attire

It is recommended to wear comfortable clothing to your private sessions or Pilates classes. Wearing socks is compulsory for Reformer classes and are to be worn at all times throughout the session.

Phone Policy

To ensure class enjoyment for everyone participating, please make sure your cell phone is turned off unless discussed the reasoning why this is not possible with your Instructor at the start of class. Any Instructor reserves the right to request a ringing cell phone be turned off the moment it rings, if you choose to take this call, you will be asked to exit the studio to do so.

I (PRINT NAME) AGREE TO THE FOLLOWING:

1. That the instruction offered by a Pilates Instructor at Body In Motion is limited to that of Pilates.
2. That even with clear instruction, there is a possibility of injury, and that it is my responsibility to consult a physician regarding my ability to participate before commencing Pilates.
3. I attest that I have no psychological, medical or emotional condition that would prevent me from safe participation in Pilates, other than that is outlined in my personal details, history & consent form.
4. I release and discharge Body In Motion, its Directors, and the Instructors from any and all liability, claim, demand or action that I may have resulting from injury, death or damages arising from my participation in the Pilates classes within the studios, including loss that may be caused by the negligence of the released party.
5. I release and discharge Body In Motion, its Directors, and the Instructors from any and all liability, claim, demand or action that I may have related to the loss, theft or damage of any of my personal property from the Body In Motion premises.
6. I recognise that this agreement of release and waiver of liability is a legal contract and that, by reading it carefully, I have complete knowledge of its contents.

I have read this agreement and fully understand its content and meaning, and sign it of my own free will and I am over the age of 18.

Participants Signature Date

If the participant is between the ages of 12 – 18 years:

As legal guardian of I consent to the above conditions and terms.

Signature of parent/guardian Date