



## **P3 Pilates – Bookings, Cancellation and Refunds Policy**

**Please take a moment to read this policy**

### **1.0 BOOKINGS**

Classes are run as groups and are booked on the P3 Pilates BookFit App. When full-payment has been received, classes may be booked or amended in advance - first come first served. It is up to you to correctly book the specific class you want.

Sessions (Individual and Group) and all other activities (Workshops, Events & Retreats) are booked directly through the P3 Pilates proprietor, Karen Jackman

Bookings made are not transferable to another person.

### **2.0 TERM TIMES**

Classes are published in advance, on the P3 Pilates website.

Classes run weekly throughout the year for a minimum of 42 weeks.

Holiday Periods, of no more than 2 weeks at a time, occur normally during school holidays and will be published on the P3 Pilates website and FB page.

Classes run to a published timetable.

Private sessions and other activities run as agreed with the P3 Pilates proprietor, Karen Jackman

### **3.0 PAYMENT POLICY**

#### **3.1 Payment Methods**

P3 Pilates offer a number of payment methods, however Direct Debit using GoCardless is preferred.

Direct Debit	-available to Payment Plan clients using GoCardless and will appear as <i>GoCardless</i> on your statement.
Debit/Credit Cards	-available to Payment Monthly clients using iZettle and will appear as <i>iZettle</i> on your statement.
BACS, cheque, cash	-available according to booking

Payments are not refundable. In exceptional circumstances at the discretion of P3 Pilates credit against future classes may be offered.

All payments should be received by the first of the month.

Bookings made mid-month will pay on a pro-rata basis for that month, followed by full payment for the following month by the first of that month.

#### **3.2 Payment Plans**

You pay for the whole year (minimum of 42 classes) with payments spread over a 12 month period by recurring Direct Debit. Payment is taken on the 1st day of each month. One month notice of cancellation is required in writing. Payment is based on a minimum of 42 Classes to be taken within the published timetable. Classes missed cannot be refunded separately. Clients joining part way through the year will pay pro rata.

#### **3.3 Payment Monthly**

You pay for the whole month in advance by Credit/Debit card. Payment may not be transferred into the next month and classes missed in a month cannot be refunded separately

#### **3.4 Payment Sessions**

These are Individual / Group sessions and payment is made as agreed in advance with the P3 Pilates proprietor, Karen Jackman.



### **3.5 PAYG (available to all clients with current membership – see 7.0 for more information)**

Payment is made per Class as agreed in advance with the P3 Pilates proprietor, Karen Jackman

### **3.6 Clients joining part way through a Term**

Payment will be as agreed in advance with the P3 Pilates proprietor, Karen Jackman.

## **4.0 CANCELLATION POLICY**

### **4.1 Classes and Sessions**

There is a 12-hour cancellation policy for all Classes and Sessions, so please book out if you cannot make the class – you will be charged for last minute cancellations. (I understand life happens, so let me know ASAP should any emergencies arise).

If we have to cancel Classes or Sessions for any reason then we will either run catch ups or credit your account for a future Class or Session within the month. Virtual Classes or Sessions may be offered as a replacement.

## **5.0 MEMBERSHIP PLANS**

When you make a booking with P3 Pilates you gain immediate access to the exclusive Members area with access to P3 Pilates Online.

Membership commences on receipt of your first payment and automatically ceases at the end of each Payment Block or at the end of the notice period if a Direct Debit is cancelled.

## **6.0 CLASSES**

Our Classes, run as small groups both online and in the studio, are available to all ages and levels of fitness, subject to suitability, noting that under 16s must be accompanied by a legal guardian. Payment is made by either a Payment Plan or Payment Month.

With our Classes:

- you are able to book or amend your booking through BookFit, up to 12h before a session and subject to availability
- if you miss a booked class without adequate notice and without booking out through BookFit you will be classed as a non-attende and will not be entitled to make up the Class or refunded.

If you have a Payment Plan:

- you are able to book or amend your booking through BookFit, up to 12h before a session and subject to availability
- prices are guaranteed not to increase during the 12 month membership year.
- once booked (and subject to availability) you will receive your preferred choice of Class time and day for the full period
- you have 42 weeks to make at least 42 Classes either online or in studio
- if you miss a booked class without adequate notice and without booking out through BookFit you will be classed as a non-attende and will not be entitled to make up the Class or refunded.

## **7.0 PAYG**

PAYG is offered to all clients with a current membership who wish to attend an additional Class.

PAYG may also be offered for events and workshops advertised outside normal sessions.

Payment must be received in advance via iZettle.

- you are able to book or amend your booking through BookFit, within seven days of the original booking, up to 12h before a session and subject to availability
- if you miss a booked Class without adequate notice you will be classed as a non-attende and will not be entitled to make up the Class.

## **8.0 INDIVIDUAL AND GROUP SESSIONS**

We offer Individual (1:1, 1:2) on request, subject to availability and paid for in advance.



- you are able to book or amend your booking in advance by contacting Karen Jackman. Please try to avoid changing your time once confirmed, as it will mess up all the other time slots during the day
- if you miss a booked session without adequate notice you will be classed as a non-attendee and will not be entitled to refund.
- regular weekly time slots cannot be guaranteed each week, although every effort will be made to achieve this for clients who request it.

### **9.0 WORKSHOPS & EVENTS**

You will pay in full when you book.

- cancellations up to 7 days before the workshop or event will receive a 50% refund
- specific booking conditions may apply and will be advised before you book

### **10.0 VIRTUAL TEACHING**

I offer Virtual Classes and Sessions as well as Studio classes.

Online Content will be made available to support Members.

In some circumstances, Virtual Classes may be offered instead of Studio or Community based Classes  
- we will contact you to advise details if this happens.

### **11.0 PROMOTIONS AND SPECIAL OFFERS**

Promotions and special offers are subject to specific terms and will be published on the Member Area first at least 24 hrs before being available to others.