

From July 1st 2016 there will be changes to how we run our Clinical Pilates and Exercise classes which will improve the system for our clients:

1. ***Bookings are essential*** for all Clinical Pilates and Exercise classes

2. We aim to consistently have the same physiotherapist take the same classes each week. However, due to leave and illness we may occasionally have to replace an instructor or reschedule a class.

3. ***Clinical Pilates***

Classes will run for 40 minutes with a maximum of 3 participants – This means more peak hour class times are available and the class fee is also reduced from July 1st. See reception or website for new pricing.

4. ***Exercise Classes***

(Recreate, PSP, Strengthwise, Yoga, Fitness Pilates)

A minimum of three people are required for a class to proceed. Classes may be cancelled if a minimum number of participants is not met. We will notify you of any cancellation as soon as practicable via text, phone or email to provide you an opportunity to re-book for another class.

5. ***Permanent Bookings***

As some class times will change from July 1st we ask all clients with permanent bookings to contact reception to confirm their class time. Permanent bookings require regular attendance. Frequent cancellations will require you to move to our casual booking system.

6. ***Class Packs***

5 and 10 class packs are available for all classes. This provides a discount on the casual class price. These packs must be paid for prior to the first class. All packs must be completed by their expiry date (see table below).

Packs cannot be refunded but can be suspended for a total of 6 weeks.

Prepaid pregnancy packs can be transferred to postnatal classes if not completed prior to birth. Classes must be recommenced by 10 weeks post birth.

Class Pack Type	Expiry Date
5 Classes	3 Months from Purchase Date
10 Classes	6 Months from Purchase date

7. ***Cancellations/Rescheduling***

Fitwise Physiotherapy is committed to providing all our clients with exceptional care. When a client cancels at short notice, or does not attend a class, they prevent another client attending.

The full fee will be charged for cancellations/reschedules where at least 24 hrs notice is not given. We understand sometimes unforeseeable circumstances can arise, but we have to be fair and consistent with all clients across all classes therefore NO exceptions will be made.