

# Policies & Procedures 2020

**We offer a variety of options to help you choose a routine and a product that suits your personal situation. Our policies, procedures and expectations are set out here to help you get the most out of your time with us. Please read the information thoroughly and don't hesitate to ask if you have questions by emailing [info@movementprinciple.com.au](mailto:info@movementprinciple.com.au)**

For clarification, a "Pack" refers to a 5, 10, 20 or 30 pack of classes for either Studio sessions, private or group classes. A "Pass" refers to the Intro (4 visit) and Monthly (15 visit) passes for group classes.

## Cancellation

We require 24 hours notice for all cancellation and changes to your Private, studio sessions and Group class bookings. This allows us to keep our commitment to small class sizes as well as allowing waitlisted clients the opportunity to take up a place in an otherwise full class. Our teachers time is highly valued by us and clients alike and we uphold this policy in order to make a commitment to their schedule in advance, based on the bookings in the diary.

If you cancel within 24 hours of your class start time, the class fee will be deducted from your pack or pass and will be recorded as a late cancel. If your current package / pass has no remaining sessions and consequently you are due to pay when late cancelling, this class will be deducted from the beginning of your next package.

Please cancel online via your online log in with MINDBODY app or by emailing [info@movementprinciple.com.au](mailto:info@movementprinciple.com.au) or calling the studio directly on 3368 2264.

## Make up classes

For Studio sessions classes only, we will wherever possible offer you a 'Make-Up' class when you have late cancelled. Please note our ability to do this is dependant on current booking loads and based on teacher and time slot availability.

We will endeavour to offer you a Make-Up booking if:

- a) you are a regular client of the studio with a recurring booking in a Studio sessions session;
- b) the Make-Up class is in addition to your regular booking(s);
- c) the Make-Up class is within 3 working days (studio open days) of the late cancelled class; and
- d) you have a current package or pass with visits remaining.

Please note:

A Make-Up class can only be booked by your teacher or our administration staff and will be confirmed by email. It will not show up on your online schedule, and cannot be cancelled online. Please email or call if you cannot attend the Make-Up time.

No Make-Ups are available for casual bookings.

No Make-Ups are available for group classes.

## Expiry Dates

Our pricing system is set up to reward you for regular and frequent attendance. We know that consistency and repetition is the secret to maximising your health and fitness benefits, so we offer discounts through our Packages and memberships to encourage commitment to your pilates routine. Packages and memberships therefore have a set number of visits within a set time period to reward this routine. Memberships are intended for clients attending a minimum of twice per week. If you are only regularly attending once per week, a 5 or 10 pack must be purchased.

## Extending Expiry Dates

Pack, pass and membership expiry dates are calculated based on teacher requirements for the period and are set up to encourage you to come regularly so that you get the most out of your sessions. In order to maintain the most affordable costs for our pilates services we must adhere to our expiry policy. The expiry dates can only be extended for pre-planned holidays, or significant unexpected illness or injury, and must be requested via email to [info@movementprinciple.com.au](mailto:info@movementprinciple.com.au). In these instances the administration staff will extend the expiry dates on 5 and 10 packs provided notice is given in advance (or as soon as possible in the case of illness/injury). If you simply get too busy to come we cannot extend your pack.

Please note the expiry date on the 15 class/30 day group class pass cannot be extended.

## Memberships

For full membership information please refer to our membership terms and conditions.

## Package Sharing

We encourage family members to all enjoy the benefits of Pilates. Therefore we offer Package Sharing between family members on our 10, 20 and 30 packs of Private, Studio sessions or Group Class packs. Family members do not have to attend together, but they do need to request that their packs be linked on our system so the packs can be shared correctly. Please note the 15 Class/30 Day Group Class Pass cannot be shared as this is a highly discounted pack that rewards one person attending frequently in a short space of time. All Introductory Passes are unable to be shared.

## Refunds & Transfers

We understand that sometimes life doesn't go to plan. There may be times when a package you have purchased no longer suits you due to a number of

legitimate reasons beyond your control, and we will always work with you to find the best alternative. We do not give refunds, however we will allow a transfer to a more suitable class type (eg. a group class package can be swapped for private lessons in the event of an injury), or we can arrange a complete transfer to a friend or family member. A \$20 administration fee will be applied in any of these cases. If transferring Studio sessions Classes to a new client who is not already an existing client of the studio, they will be required to attend an initial consultation at their own cost.

### **Consolidations and Teacher Changes**

We highly respect your commitment to a regular routine with your chosen time and teacher, however there are times when schedule changes demand last minute changes. Occasionally we may consolidate classes to one teacher (where there are usually two teachers teaching side by side) or ask you to change times to assist us in providing an efficient and manageable schedule. In the event of teacher sickness, we will always do our utmost to provide a replacement teacher, and may not have the opportunity to advise you of this change in advance. In instances where a replacement teacher cannot be found we reserve the right to cancel classes, but this is always a last resort.

### **Class Cancellations and Changes**

We do our best to avoid cancelling classes as we strive to keep a commitment to the routines that you have scheduled. Occasionally our group classes (CBD) may be cancelled 24hrs in advance. If you are booked in a class than needs to be cancelled, you will always be contacted and offered an alternative. We reserve the right to cancel scheduled classes and/or change the scheduled timetable at any time.

### **Studio Etiquette**

**Socks** - Pilates is a whole body method which involves using the feet. For hygiene we require that all clients participate with clean socks. Grip socks are ideal as they minimise slipping, however there may be times that you are asked to remove socks for maximum safety. Grip socks are available for sale at both studios.

**Allergies and equipment** - we use a natural solution of water and essential oils to clean our equipment. Please notify us if you have any allergies to oils that may be affected by our cleaning. We also use therabands and other items that are made of rubber. Please let us know of any allergies to rubber and we will avoid these items.

**Deodorant and Body Creams** - we respectfully encourage you to consider avoiding using strong smelling creams/ deodorants and perfumes before class, as some clients or instructors may find specific scents overpowering or allergenic. Use of a neutral deodorant is encouraged to avoid strong body odour in class.

**Sneakers for TRX** - We recommend sneakers are worn for all TRX classes. This is both for safety of grip when standing, as well as stability of the feet when in the straps.

**Timeliness** - Our teachers will always endeavour to start and finish your classes on time, as scheduled. We know your time is very valuable, as is ours and as is the next group of clients. If you are running late to a Studio sessions or private class, your teacher will adjust your program to give you the best well-rounded class in the time available while still finishing you on time. If you are running late to a group class, we recommend you taking a few minutes to do a few warm up exercises before you join the flow of the class, and it may not be safe for you to join more than 10 minutes into the class. Please ask your teacher if it is ok to join if you are more than 10 minutes late.

**Arriving for your class** - Arriving five minutes early is ideal to allow you time to calmly prepare your mind and body for the session. Please remove your shoes, store your belongings in a storage area and take a moment to breathe and unload your mind from the day before you begin. Your instructor will invite you into the studio when it is time. If your session is following on from another clients we ask that you refrain from entering the studio space until the previous class is either finished or until your teacher invites you to begin. This allows the teacher to remain focussed on the client's class that is already underway.

**Conversation** - Our studios are often a lively, social place (which we love!). However, there are times when your conversation with other class members or on your phone may impact on the concentration of others in classes before, alongside, or after your class. Please keep your volume to a minimum and be aware of sharing information that may be private.

**Phones** - Please switch your phone to silent when entering the studio. We understand there may be times when you need to keep your phone with you for emergency contact (eg. doctors on call), which we will allow provided it is kept out of the way of the class and is kept on a very low volume. If you are required to take a call, please remove yourself from the studio so your conversation is not overheard and you do not interrupt the classes in progress.

### **Physical contact in the studio**

Pilates is a physical activity that requires both concentration and correct alignment to be safe. Our teachers are trained to professionally and respectfully use tactile cueing (touch) to assist your learning. This may be to guide your movement, provide assistance or resistance, or to add some tactile feedback to aid your body's understanding of its positioning in space (proprioception). If you don't feel comfortable with tactile cueing being used in your sessions, please inform your teacher. We always respect requests to minimise contact, but may at times still need to physically guide you to keep you safe (eg. assisting you on or off the equipment).

## Student Teachers & Staff Training

As Senior Teachers in our profession we are actively involved in the training of new teachers. This is both through registered training institutions, and informally as we continually coach and up-skill our own teachers. Pilates Students are required to complete a large number of supervised apprentice hours, in the form of observation and assistant teaching. A Student Teacher may be present on your session, and may be instructed to teach you one or a number of exercises. They will be fully supervised by the Supervising Instructor responsible and the Supervising Instructor will always step in to help if there is any concern that the student is teaching unsafely. Where possible, we will endeavour to gain your consent prior to the session if a Student Teacher will be present. We encourage Students in our studio to commit to a regular schedule so they are a familiar face that you will get to know. You are always able to let us know if you do not wish to work with Students and we will respect this request. Students and other teachers are also always working on their self-mastery (their personal abilities to perform the exercises) and they may be booked in alongside you in a session at times. Our staff continually undergo ongoing training and development and there may be times when a second teacher is observing or shadowing other teachers during a class in progress.

# Membership Terms and Conditions

Secure your routine of two or three visits per week with a Membership, and reap the rewards of a lower rate per class, the convenience of a regular monthly payment, recurring bookings in your chosen timeslots and priority booking along with 10% discount on all of our events and workshops and retail items.

## Membership Agreement Terms

- Memberships are automatically billed to your stored credit card or debit card on the same day of each month.
- The chosen number of classes will be added to your account on that date and will be valid for one month only from this date.
- Memberships can be shared between family members however only one credit/debit card can be stored and billed.
- Expiry dates cannot be extended, however make-ups will be offered for missed classes in accordance with our policy and procedures document and subject to availability.
- Memberships can be Suspended (ie. put on hold) for illness, injury or holidays (minimum suspension period 2 weeks; maximum 2 months) to a limit of two occasions per year. Additional automatic suspensions will be scheduled by the Studio to account for closed periods eg. Christmas and Easter.
- Memberships can be terminated/cancelled at any time with two weeks notice by emailing [info@movementprinciple.com.au](mailto:info@movementprinciple.com.au). A \$55 cancellation fee will apply if cancelled within the first 6 months. Your regular spot may be lost if you cancel your Membership as any recurring bookings will be cancelled.
- Memberships will automatically charge your card each month for a duration of 12 months unless otherwise notified.
- No refunds on the month once charged are offered for change of mind or any other circumstances. A transfer to a friend or family member can be arranged for an administration fee of \$20.