

## Understanding your Plan

1. Pilates Classes are now paid for on a subscription basis. This means you pay monthly for access to Pilates By Physiotherapy Live classes, Zoom Classes and On demand video sessions.
2. You can purchase your membership subscription using a debit or credit card via the Wix App or website. (*video of how to do this is on the home page*)
3. The date you purchase the subscription becomes your renewal date which is important for you to remember as the plan will renew automatically on that date every month. Payment will be taken from your card on the same date each month.
4. You will receive 4 sessions or 8 depending on your plan for each calendar month
5. You can book the Live Studio Class you have been invited to join up to 28 days in advance . I suggest you book all of your classes at the earliest opportunity. **Live studio classes must be booked 24 hours in advance.** This allows time for us to sort out any class swaps.
6. If you find you are in a 5 week month you will need to contact me to organise a session for the 5th week. If you try to book a session in the 5<sup>th</sup> week the website will tell you to purchase another plan which is not necessary so please do get in touch.
7. You can suspend your plan at anytime by contacting me, so if you are going away for a few weeks please get in touch.
8. You can cancel your plan at anytime by following the link on the website in your subscriptions which is in the drop down menu next to your name at the top of the page when you log in. Use this when you do not intend to continue with Pilates classes.
9. Over the year 12 monthly subscription payments = 48 weeks. This means your Pilates tutor can take the other 4 weeks of the year left as holiday.
10. You can cancel live and Zoom classes via the App or website up to one hour before the start of the class
11. Minimal swaps will be available for the live classes and the class you want to swap into will be confirmed via email 12 hours prior to that class. I see this as being quite a change for many clients but covid guidelines require us to have an online booking service to reduce handling of paper and avoid people waiting around at the studio trying to rearrange classes.
12. It is hoped that people will attend a Zoom class or do an on demand session if a live swap is not available.
13. In exceptional circumstances I will accept cheques or payment direct into my bank account via standing order or direct debit . Please contact me directly to discuss this option.