

## Understanding your Plan

1. Pilates Classes are 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 40 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 and you do not have any sessions remaining on your plan you will need to contact your class teacher and they will book the 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 your class teacher.
8. If you need time off for planned surgery or sudden serious health conditions you can suspend your plan for one month. If you cannot return to class after one month your space will be offered to someone else. If you want to keep your place you will need to reactivate your plan. Please contact your class teacher to arrange this.
9. 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.
10. 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.
11. You can cancel live and Zoom classes via the App or website up to 12 hours before the start of the class
12. Swaps are available for the live classes and the class you want to swap into will be confirmed when possible via email 24 hours prior to that class. If you are available for a late cancellation please let your class teacher know.
13. If you cannot arrange a live swap you can attend a Zoom class or do an on demand session. Refunds will not be given for missed sessions.
14. In exceptional circumstances we will accept payment direct into the bank account via standing order or direct debit . Please contact Anne directly to discuss this option.