

PILATES

with Francesca

pilateswithfrancesca@outlook.com

Fees

In Person Group Matwork class: £13 per class

Online Group Matwork class: £10 per class

Payment to be made by the date stated on the email sent at the end of the previous term.

Terms are between 5 and 8 weeks and classes are booked in full terms.

Private One to One Tuition: (reasonable travelling distance)

Customised tuition programme, duration 1 hour, £50.00 (Zoom £40)

Back 4 Good Private class – initial session £60, duration up to 1.5 hours (Zoom £55); customised tuition programme - £50 per class (Zoom £45)

Private Duets: (reasonable travelling distance)

Two clients, duration 1 hour, £60.00 (Zoom £50)

Terms and Conditions

Matwork classes can only be booked in full terms.

Refunds cannot be given once the term has started.

If the term has not started, and the term fee has been paid before the due date for fees and it is more than 7 days before the start of the term, a refund will be given minus an administration fee of £15.

If a refund is requested after the due date for fees has passed but the term has not yet started, a refund will be given minus the fee for two lessons plus an administration fee of £15.

Refunds or credits for future classes cannot be given for missed classes.

Pilates Equipment Hire – a full refund of the deposit will be given if the equipment is returned in the same condition at the end of the first term after enrolment.

Places in class are only secured by payment - places cannot be held for a term without payment. If no payment is received for a future term, the place may be offered to another client.

Classes are non-transferable to family and friends etc.

On occasion it may be necessary to change the venue of a class or the time if the venue is unavailable at the time of a booked class. or if self-isolation is required.

If the teacher is required to self-isolate, if possible, the class will run online on the same date and time. If this is not possible (due to illness), an alternative date, time, venue may be sought or the replacement class will run online.

Class Swaps

If you cannot attend a class I offer a swap system for clients. Swaps can be taken at any point during that term.

Advance notice makes it more likely that I will be able to find a swap place for you.

1. Class swaps are to be taken within that term unless discussed
2. **24 hours notice is required to request a swap** so I can allocate your space to someone else
3. Swaps are dependent on class space available

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4. If you arrange a swap class and then cancel that swap class or miss that swap class it cannot be rearranged.
5. Please restrict swaps requested to a maximum of two per term per class place booked.

The more notice I am given of future dates you are unable to attend, the more 'swap places' become available making the system better for everyone.

Rebooking and Class Code

Current class members will be given priority to continue the classes unless payment is not received prior to the date stated on the email sent at the end of the previous term, when places may be offered to people on the waiting list.

A completed and signed Client Enrolment Form is compulsory to all clients prior to commencing Pilates classes. It is your responsibility to inform me of any arising injuries or conditions so I can update your form.

Please be aware that for your safety, participants must be on time for Pilates classes. I reserve the right to refuse entry to late arrivals, as the 'warm up' is essential for any exercise session.

Mobile phones should be on silent when in class so not to disturb other participants.

Please be mindful of where glasses (spectacles) are placed during the session. Place them either on your mat or on an item of clothing. Pilates with Francesca will not be responsible for any breakages if glasses are stood on or broken during the class by a teacher or another participant if they are left on the floor.

COVID: Please be courteous to other participants and be mindful of giving other participants space. Masks may be required when entering the building and until the class starts.

Private Tuition

Private classes are booked by arrangement. One to One or Duet private classes must be paid for in advance of the lesson via BACS (24 hours' in advance).

Cancellation policy - important!

24 hours' notice is required for cancellation of private bookings (if you wish to cancel a private session on a Monday morning at 10am you must let me know by 10am the preceding Friday).

Cancellations made within this time period are fully chargeable.

Private One to One and Duet classes are non-transferable.