

Reform and Restore Pilates: Group fitness Studio. -

WAVIER:

Pilates Studio Disclaimer

By participating in Pilates classes and activities at Restore and Reform Pilates you acknowledge and agree to the following:

1. Studio: You understand and acknowledge that Restore and Reform Pilates operates as a group fitness studio rather than a clinical studio.
2. Physical Condition: You understand that Pilates exercises involve physical activity and may require a certain level of fitness and flexibility. It is your responsibility to inform your instructor of any medical conditions, injuries, or physical limitations that may affect your ability to participate safely.
3. Assumption of Risk: You voluntarily assume all risks associated with participating in Pilates classes, including but not limited to, the risk of injury, property damage, or loss.
4. Instructor Guidance: You agree to follow the instructions of your Pilates instructor and inform them immediately if you experience any pain or discomfort during the class. We provide a hands-on approach with both verbal & physical guidance through gestures and touch so if you are uncomfortable with approach please advise your instructor before the commencement of class.
5. Medical Advice: Pilates instructors at Reform and Restore Pilates are not medical professionals. You should consult with a healthcare provider before beginning any new exercise program, especially if you have pre-existing medical conditions.
6. Liability Waiver: To the fullest extent permitted by law, you release Reform and Restore Pilates, its owner, its instructors, and staff from all liability for injuries or damages that may result from your participation in Pilates classes.
7. Personal Property: Restore and Reform Pilates is not responsible for the loss or damage of personal belongings while on studio premises.
8. Privacy: Restore and Reform Pilates respects your privacy and will not share your personal information without your consent.
9. Marketing: By default, your account will be set to receive transaction and marketing emails and SMS. You can unsubscribe through account settings if you prefer not to receive these communications.

Please read and understand this disclaimer thoroughly. If you have any questions or concerns, please discuss them with Reform and Restore Pilates, staff before participating in any Pilates classes.

TERMS & CONDITIONS

Please read through the terms and conditions thoroughly before signing up. By enrolling as a client of Restore & Reform Pilates, you agree to the terms and conditions as below.

Restore & Reform Pilates operates as a group fitness studio rather than a clinical studio. We provide a hands-on approach with both verbal & physical guidance through gestures and touch, and you agree to follow the instructions of your Pilates instructor and inform them immediately if you experience any pain or discomfort during the class

STUDIO POLICIES

You must arrive at least 5 minutes early to class.

A maximum of 8 clients can attend a group class.

Group classes run for a total of 45 minutes.

Mobile phones are not to be used during class.

Please keep your phone switched off or on silent in your bag.

Please let your instructor know prior to the class commencing if you have any injuries, concerns, or are pregnant or postnatal.

No late comers will be accepted - Out of consideration for the instructor, other clients and your safety, if you arrive late to your class, the instructor reserves the right to refuse you participating & you will lose your class pass.

You must be at least 16 years of age to attend group classes.

Please clean your bed & equipment after use.

Children are not permitted in the studio at any time.

PREGNANT CLIENTS

We ask you please contact us prior to booking a class if pregnant.

If you are new to reformer Pilates, we highly recommend starting with private session in order to learn the modifications required for pregnancy.

Pregnant clients must provide written clearance from your doctor, women's health physiotherapist or OBGYN to participate in reformer Pilates classes.

BOOKINGS

Class bookings are essential and must be made through the Momence app or our website.

Class bookings are at your own responsibility via Momence app, if you book the wrong class, your pass cannot be reused. Please ensure you have reminders and alerts set via Momence.

You can cancel or change your class up to 12 hours before the class starts free of charge.

Bookings can be made 30 days in advance.

If a class is full, you can add yourself to the wait list.

But once you are on the wait list you are committing to attend that class if a spot becomes available. A text and email will be sent to you to notify you that you have been put in the class, up to 2 hours before the class starts.

Sessions cannot be used by anyone other than the person booked into the class. If someone other than the person booked in arrives to use the session, they will be turned away or asked to purchase their own session.

We may change or substitute any instructor at any time without providing notice to clients.

We may cancel a class at any time and for any reason. You will be credited for any classes in this circumstance.

CANCELLATION POLICY

Cancellations or rescheduling group classes must be done through your Momence app at least 12 hours prior to the class start time to avoid losing your session (clients incur a late \$5 cancellation fee within 2 hours of scheduled class).

No exceptions.

There is a strict 24-hour cancellation policy for private sessions. If you fail to cancel within this time, you will lose your session, and the full amount will be deducted from your account or pack.

NO-SHOW POLICY

If you reserve a space in a class and do not show up without cancelling through Momence app, you will lose your class pass. No exceptions.

Members, you will forfeit your class pass & could be charged a \$15 no show fee.

OFFERS & CLASS PACK

Introductory offers will activate from the date when first used.

Class packs will activate from the date of first booking. *(If you cancel that booking it will still activate)*

Group classes require a minimum of 3 clients to run. (this is to our discretion)

If you are the only person booked in up to 2 hours before the class starts, unfortunately the class will be cancelled. We will contact you via phone or email. You will not be charged, and your class pass will appear back on your account.

WAIT LIST

If a class is full, you can add yourself to the wait list. If there are any cancellations, you will be notified up to two hours before the class commences.

When adding yourself to the wait list you are committing to attend that class should a space become available. Please remove yourself from the wait list if you no longer wish to attend to avoid late cancellation or no-show fees.

Please do not book yourself in for a class & put yourself on the wait list for a class on the same day, you will be charged twice if you are added from the wait list as you are technically taking up two spots.

Class bookings are at your own responsibility via the Momence app, if you book the wrong class, your pass cannot be reused. Please ensure you have reminders and alerts set via the Momence app.

PURCHASES

All purchases are non-refundable and non-transferable between individuals.

No refunds will be provided.

No extensions are permitted to the specified expiry period.

Our introductory offers are valid for one time only to new clients.

All memberships will be deducted as per the auto payment schedule outlined on your contract agreement. If a failed payment occurs your account will be put on hold and bookings will be cancelled.

Payment must be made prior to booking.

You must either have pre-purchased sessions on your account or pay at the time of booking via the Momence app or our website.

CLASS PACKS

Class packs are for valid for the number of days specified at time of purchase - only from the first class used on the pack. No extensions.

MEMBERSHIPS/AUTO PAY AGREEMENT TERMS:

-A prepayment will be taken, for your first week of your membership.

-Auto pay is to be set up with weekly payments, if the payment defaults the membership will be put on hold until payment is made.

-If a failed payment occurs your membership will be put on hold and any booked classes will be cancelled.

-Classes can only be booked 30 days in advance.

-With unlimited memberships, there is a limit of one class per day.

Any additional classes will be charged at the casual class rate.

-If a booking is made, cancellations are to be made 12 hours before the class.

If a late cancellation occurs your class will be deducted from your package and a late fee will be charged.

Cancelled with less than 12 hours of class stating - You could incur a \$5 Late Cancellation Fee

Cancelled with less than 2 hours of class stating - You will incur a \$5 Cancellation fee & could be charged on top of above fee.

Cancelled with less than 1 hours' notice or no show – YOU WILL LOSE YOUR CLASS CREDIT

-You can only use the number of classes you have for your membership each week, if you book more than you have, you will be charged at casual rate per extra class used for that week.

-Classes cannot be swapped on the day of booked class, unless before the 12-hour cancellation policy.

-This membership is for the Member holder only, it cannot be shared or transferred. Should someone attend a class and not be the contract they will be turned away.

-This Membership can be put on hold for up four weeks in a 12-month period for holidays, or special circumstances, one weeks' notice in writing must be given. Please note if you suspend your membership no bookings can take place under your membership is reactivated again.

- To end this Membership please email us with 7 days' notice due to the payment cycle.

Payment will be taken during this period and membership can still be used for these 7 days.

-Weekly membership passes are only valid for 7 days and are non-transferable if not used within that week.

PERSONAL AGREEMENT

I agree that Restore & Reform Pilates will not be held responsible for any lost or stolen personal belongings. I understand classes may be physically strenuous and that full care must be taken when receiving instructions and performing exercises. I accept that there is potential risk of personal injury, property loss or death, and I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Restore & Reform Pilates or its members for any personal injury, property damage/loss, or wrongful death, whether caused my negligence or otherwise. I understand that Restore & Reform Pilates is a group Pilates studio, **not a clinical studio**.

This agreement will be signed and executed on purchase of classes/membership*