



Pilates Classes – Terms and Conditions

1. Booking and Payment

- All classes must be booked in advance via the booking system or directly with Aldeburgh Physio and Pilates Studio.
- Payment must be made at the time of booking to secure your place.
- Packages or block bookings are non-transferable and non-refundable unless otherwise agreed.

2. Cancellations and Refunds

- A minimum of 24 hours' notice is required to cancel or reschedule a class.
- Cancellations made within 24 hours will be charged in full.
- If you are unwell or unable to attend due to unforeseen circumstances, please contact me as soon as possible.
- In the unforeseen event we need to cancel a class, you will be offered a credit or full refund.

3. Health and Safety

- You must complete a health screening form before attending your first class.
- It is your responsibility to inform the instructor of any changes to your health or injuries.
- Please follow all instructions during class to ensure safety and prevent injury.
- If you feel unwell or experience pain during the session, you must stop and inform the instructor immediately.

4. Attending Classes

- Please arrive on time and wear comfortable clothing suitable for movement.
- Please put outdoor shoes in the storage area provided.
- Please switch off your mobile phone or place it on silent.
- Bring your own mat if you wish and any additional equipment will be provided or advised beforehand.
- Classes start promptly and warm-ups are essential - late arrivals may not be admitted.

5. Class Packages and Expiry

- Block bookings and class passes must be used within the timeframe specified at the time of purchase.
- Extensions will only be granted in exceptional circumstances (e.g., illness or injury).

6. Liability

- While every effort is made to ensure your safety, participation is at your own risk.
- Aldeburgh Physio and Pilates Studio will not be held responsible for any injury or loss sustained during a class, except where caused by negligence.

7. Code of Conduct

- Respectful behavior towards the instructor and other participants is expected at all times.
- Disruptive behavior may result in being asked to leave the class without refund.