

HEALTH AND SUITABILITY

Pilates is very safe but as with all forms of exercise it is important to consult your GP (or specialist) before commencing private or group Pilates sessions. It is the client's responsibility to ensure that the Client Disclaimer Form has been completed fully and honestly. Teachers cannot accept responsibility for information omitted from the form due to a lapse of memory whilst completing it. It is also the client's responsibility to obtain any necessary professional approval for the suitability of Pilates as an exercise regime before commencement of the first Pilates session whether private or group in nature.

Teachers cannot accept liability for personal injury related to participation of a private or group session if i) your doctor has advised you against exercise on medical grounds ii) you fail to observe instructions on safety or technique iii) said injury is caused by the negligence of another participant in the studio iv) you fail to disclose a new medical condition or injury at the start of your session.

GROUP CLASSES

- An enrolment form must be completed. Please ensure you update your contact or medical details if they change.
- There is a maximum of 10 people per class, some classes will have fewer.
- Your class place is not confirmed until we have received payment from you.
- Before the course ends you will be invited to re-enrol for the following course, however if your payment has not been received by the required date your place will be offered to the next person waiting to join.
- Drop in sessions are only available if classes are not full.
- There are no refunds for classes missed. If you cannot attend a class you can swap into another class if space is available.
- Classes start on time so out of consideration for the instructor and other class members, please arrive five minutes before your class starts. The warm-up is an important aspect of each class and essential for your own safety.
- Unfortunately no refunds can be given for cancelled or missed classes however we will endeavor to let you make up cancelled or missed classes where possible within the same term.
- Any classes cancelled by the instructor will be offered as a credit note which may be deducted from your next payment, used as payment for an extra class or it can be replaced for a full cash refund.
- At times it may be necessary for another instructor to cover the class. You will be responsible for advising any covering instructor of any health issues etc.
- Please let your instructor know any changes which may affect your ability to exercise prior to class.
- Bring a small hand towel & drink to class.
- Please bring your own mat. Mats can be provided if requested.
- Clothing should be close fitting and unrestricting rather than baggy so that the instructor can see how you are moving & help you more easily.
- Bare feet or socks are fine for group classes.

STUDIO

- Private sessions can be paid for on an individual basis or in blocks of 10 sessions in advance.
- Blocks of sessions are valid for 6 months from the original date of purchase. Unfortunately no refunds can be given for private sessions purchased in advance.
- TipTop Pilates requires at least 24 hours notice should a client wish to cancel or amend a booking. Late cancellations or amendments will be charged at the full rate.
- Socks should be worn in the equipment studio for hygiene purposes.
- Please remove dangly or sharp jewellery that may injure you or damage the equipment.
- Please also note that clothing with zips at the back have been known to cause damage to equipment and may also 'dig in' to your back so are not suitable for Pilates and should be avoided.
- Participation in both group and individual sessions is at the individual's own risk. Always listen to your body and exercise at a pace and level which is best for you. Stop if you feel discomfort and let your instructor know. It is your responsibility to ensure you are capable of carrying out the exercises provided.
- If you arrive late for a private session the session will not be extended and will end at the scheduled time.

**ALL information you provide is held in strict confidence and information is never passed to third parties.
NB: These terms and conditions may be subject to change from time to time without notice.**