

BACK IN MOTION PILATES CLASSES FREQUENTLY ASKED QUESTIONS

Thank you for signing up to our Back in Motion Pilates Classes!
We have some important information that we need to ensure that you know:

What Do I Bring to Class?

- A Pair of clean socks or Pilates grip socks with you – bare feet are discouraged for reasons of personal safety & hygiene.
- Comfortable clothing that you can move easily & freely in – avoid jeans or clothing that has buttons or zips as these can increase the wear & tear on our mats. There are changing facilities at each site available.
- A hand towel – this can be used behind the head as a pillow during the class, for wiping any sweat away and also as a useful tool for the instructor if any modifications need to be made to make an exercise more comfortable for you.
- A drink bottle – for personal hydration purposes as we don't guarantee that water is available at all sites.
- Any medication that you may potentially need in a personal emergency... e.g. if you are a diabetic or asthmatic.

What is Provided at the Class?

- Pilates Mat's.
- Pilates Exercise Handouts – these are provided to participants 3-4 weeks into the class rotation once all exercises have been covered and mean you are then able to continue your exercises at home in between classes. We recommend doing your exercise routine 3x/week for best results.
- Any props such as elastic bands/pilates rings or hand held weights that may be utilised within a class.
- The Instructor! All of our Instructors are fully qualified and we stand behind them. If you have a concern about any of our Instructor's please contact our Pilates Co-ordinator, Laura at pilates@backinmotion.co.nz or (03) 4749400.

Where is my Class?

We have several locations for our classes and these will be confirmed with you at the time of your registration. You will be notified of any changes to location. They all pop up in Google maps – so if you are unsure... Google it!

- **Centre City Studio;** New World Centre City Mall, 133 Great King St, Dunedin CBD.
- **Albany St Studio;** Albany House, 27-29 Albany St, Dunedin North.
- **Moana Pool;** 60 Littlebourne Rd, Dunedin. Please ask at reception for the room location.

Why do you need my Contact Details?

We ask for your name, date of birth, cell phone number and email address. This means that we can keep track of any bookings you have with us, ensure we have booked the correct person into our classes, send invoices, contact you in an emergency or if there is a cancellation for any reason or perhaps a change of venue. We are also to send you this information and the Par-Q Health Questionnaire which is all part of our quality of service to you along with our Health & Safety policy.

What is expected of me when I sign up?

- We encourage our participants to sign up for an entire rotation of Pilates Classes as our classes are designed to progress in challenge as your strength & awareness improves throughout the term.
- Our class numbers are limited and we encourage your weekly Pilates class to become a habit through regular attendance. Regular attendance also ensures that you get the most from your exercise and truly progress in strength & awareness.
- There is NO REFUND for non-attendance and cancellations will only be credited in exceptional circumstances.
- Payment MUST be made for the rotation PRIOR to attending the first class via online Direct Debit or by visiting our Centre City Pilates Studio.

What if I can't commit to attending a full rotation?

We have some options for you below...

Casual Attendance at Mat Classes

- **Cost:** \$19 per class
- **Can I test out a class?** Yes, but... you can only attend the 1st or 2nd class of the rotation 'to test it out' and preference will always be given to those who commit to attending the entire rotation.
- The Casual participant MUST pay prior to attending the class.
- If the participant wishes to continue with the entire rotation they must pay the remaining balance for all classes in the term prior to continuing with the rotation.
- The Casual Rate applies for all participants attending less than 6 classes in a given term unless you purchase a concession as below.
- Casual attendees also have the option of purchasing 10x classes on Concession for \$150 once they have completed a full rotation of Beginner Mat Classes. Please be aware that there are no refunds for un-used concessions and these must be used within 12months of purchase.

Concession Attendance at Mat Classes

- **Cost:** 10 Concessions for \$150
- Participants are only eligible to buy a Pilates Mat Class Concession if they have previously taken part in a full rotation of Back In Motion Pilates Classes.
- There is NO REFUND for unused concessions.
- Concessions expire 12months from purchase.
- Concessions can be used at any class (so long as the participant is competent at that level and not starting a new level part-way through a rotation) any number of times per week – the participants must still book into the class by contacting the Centre City Clinic Reception, on (03) 4749400 or dunedinpt@backinmotion.co.nz, for the weeks they wish to attend in order for us to check there is availability within the class & to notify the Instructor in advance.
- Preference for attendance to each class is given to those who have committed to and paid to attend an entire class rotation.

What if I am attending a Studio/Circuit or Specialised Pilates Class?

The above options still apply – however prices and concession numbers may vary. Please contact the clinic where you class is being provided for more information on the above classes.

Where/How do I pay?

- Payment can be made via Direct Debit into our account as below:
Account name: Back In Motion Physio & Pilates
Account number: 06-0901-0300043-00
Please use ‘mat class’ as your reference & also your first & last name so that our admin team can correctly allocate your payment.

OR;

- Payment can be made by visiting our Centre City Clinic where we have full payment facilities.
- If you wish to be invoiced please request this upon registration with our Administration Staff.

Will I be reminded of my classes?

We usually send out text reminders to your allocated number the evening prior to the class. If you don't wish to receive these reminders please let us know upon registration so we can ‘opt you out’.

Please do not rely on these reminders however as occasionally they may be missed.

If you are unsure if you should have received a reminder or not, please call our Centre City Clinic (03) 4749400 to check.

Do I need to cancel from the class if I cannot attend?

Yes please! We often have casual or concession attendees waiting to hear if there may be a space coming available, so please do text or call us back if you cannot attend so that we may offer the space to someone on that waitlist.

How do I cancel my attendance at a Class?

- You will be sent a text reminder unless you have 'opted out' of this or do not have a cell phone number.
- To cancel via text, just message us back 'No' when you receive your text.
- If you know in advance that you aren't going to be present at any of the classes you have registered for, please call our Centre City reception to let us know (03) 4749400 or, let us know at the time of registration.
- If you have 'opted out' of being reminded please call our Centre City reception (03) 4749400 to let us know that you won't be attending as soon as possible.

If I miss a class, can I make it up?

Yes you can.

You are able to attend another class in the same week or 2 in the week following your missed class. However you **MUST** call the Centre City Clinic to ensure there is space in another class and for our admin team to enter you into that class & inform the Instructor that you will be attending.

Who do I contact if anything seems to be amiss?

Please contact our Centre City reception on (03) 4749400. If no one answers leave us a message.

I _____ have read and understood the above information and am aware of my rights & responsibilities for attending Back In Motion Physiotherapy & Pilates Classes and am aware that I will be updated with any changes as reviewed.

Signed _____

Date: _____