



### **Booking Procedures, Terms and Conditions- Wix Online Booking System**

Our booking procedures, terms and conditions are created so that Angela Green Classical Pilates runs as smoothly as possible for the benefit of all students, teacher and facilities hired. It is your responsibility to read them to ensure that you fully understand them and how they are applied. Completing your health screening & informed consent form and having made payment for your session provides your consent to having read and understood them.

1. New Clients- Firstly welcome! Please complete a contact form via our website: [www.angelasclassicalpilates.com](http://www.angelasclassicalpilates.com) Please wait for correspondence from Angela via email prior to attempting to book any Pilates sessions via our Wix booking system. Your Health questionnaire and Informed consent form needs to be completed and returned at least 48 hours prior to your first scheduled session and before making payment for any sessions. The Health Questionnaire and Informed Consent Form will be emailed to you by Angela.
2. Pilates sessions bookable online with Angela Green Classical Pilates can be done; via the website directly [www.angelasclassicalpilates.com](http://www.angelasclassicalpilates.com) or via the Spaces by Wix app for mobile phones which is a free app to download from Apple/ Google Play Store.
3. Pilates sessions bookable online with Angela Green Classical Pilates via Wix booking system are:
  - Single Class purchases for Group Mat, Barrel and Apparatus Classes.
  - Class packs of 5 to use in any of the Group Apparatus Classes on the schedule.
4. All Private lessons and Group Mat Class and Group Barrel Class term block bookings are payable via bank transfer, cheque or cash. They are bookable by emailing Angela directly or for new clients, completing a contact form via the website [www.angelasclassicalpilates.com](http://www.angelasclassicalpilates.com) Online booking is not available for these sessions.
5. The first time you use our Wix booking system by either the website or the Spaces by Wix app, you will be prompted to set up an account and password in order to manage your bookings with Angela Green Classical Pilates. Upon your Wix account activation, a notification will be sent to Angela for approval before you can purchase any Pilates sessions on the booking system for the first time. You must include a current and valid email address in order to set up your account to use our booking system. If any of your personal details change after setting up your account (Name, Address, Email Address or

Phone Number) please contact us for them to be updated or you can log into your account and update them yourself.

6. You must be aged 18 or over to set up an account and book our Pilates sessions online.
7. Once your Wix account has been approved, Angela will assign you badges which will be visible in your account profile. These indicate which type of Pilates Session (Group Class) is recommended to best suit your current needs; "M"= Mat Classes, "B"= Barrel Classes, "A"= Apparatus Classes if applicable.
8. The Pilates session schedule will be updated on the booking system at the end of each month for the start of the new month ahead. This is useful if you like forward planning.
9. All pricing options remain available on your Wix account to use subject to expiry dates. Expiry dates are strictly applied. You must use any Single Class purchases within 4 weeks from date of purchase and you must use class packs within 8 weeks from date of purchase. An adequate timescale is set for you to use them, it's up to you to plan to fit in your class schedule ahead of time to work around your holidays and other commitments and any dates advertised in advance where Angela Green Classical Pilates is not running a usual scheduled session. Ensure you book and take your classes prior to the expiry date. You will not be refunded, credited nor have extensions applied for classes you have not taken after the expiry date of your purchase. The exception is for medical reasons affecting long-term health within the period the class pack is valid for and not after it has expired. Any refunds applied for valid medical reasons will have a 3% deduction from your balance of unused sessions to cover card/ booking system transaction fees. Written communication must be provided by you via email prior to the expiry date of your purchase in order for a refund, credit or extension to be considered for medical reasons. A medical note from your doctor may also be required.
10. The Pilates Session schedule is subject to change based on demand on a month by month basis. You will not be refunded, credited or have extensions as a result of timetable changes when the same type of Pilates session is still being provided on other days/ times. Expiry dates strictly apply to all Pilates session purchases. Angela Green Classical Pilates will always strive to give 1 month notice of timetable changes, however if a session(s) within the schedule need to be cancelled at short-notice due to factors outside of Angela Green Classical Pilates control, such as and not limited to: a pandemic, adverse weather conditions or instructor illness whereby my teaching in person would be detrimental to the health of others, the class would be cancelled and the credit of the cancelled class applied back to your Wix account for you to reschedule. Expiry dates of your purchase still apply. No refunds are given under these circumstances.

11. Single Classes or Class Packs purchased or account credit cannot be transferred to or shared with other people. Your account must be used only by yourself - the person attending the class must be the person named on the account and class booking.
12. If you use someone else's bank account or credit/ debit card to purchase Pilates sessions on our booking system, please ensure that you have their permission to do so, especially if saving the card details on your Wix account for future purchases. It's recommended that you use your own card and that your card details are kept up to date if you chose to store them for ease of use. Storing your card details on your Wix account is completely optional.
13. There is a strict 12 hour cancellation policy for all Pilates sessions on our booking system on the basis that you are managing your own bookings. You will not be refunded or credited for any classes of which you have not turned up for or wanted to cancel in fewer than 12 hours of the start time via our booking system. This applies to all single classes and class packs. Please ensure you give yourself time to cancel any booked Pilates sessions and not leave it to the last minute to do so. When you cancel a booked Pilates session with more than 12 hours notice, the credit is applied back to your Wix account. If you want to reschedule promptly, it's worth refreshing the page or log out and log back in to enable the changes on your Wix account to update. If you need help with your Wix account, and your concern surrounds a Pilates session you've already purchased, you need to contact Angela via email with a minimum of 24 hours notice of the start time to enable Angela time to help you, otherwise the 12 hour cancellation policy for any booked Pilates session will apply.
14. For Group Apparatus Classes (for 3 people); the class will still go ahead with 1 or 2 participants. Please note; in the event that 2 participants book, the class will be delivered as a 45 minute Duet. In the event that 1 participant books, the class will be delivered as a 30 minute One to One. This time deduction is reflective of the rates you'd normally pay for these Pilates sessions.
15. Students with a minimum of: A mat, A Small Barrel, Arm Springs, Leg Springs, Rollback Bar, Magic Circle, Toe Corrector, Beanbag Device, Small Pole and light hand-weights are welcome join the Group Apparatus Classes virtually via Zoom. Please inform Angela if you are joining virtually with a minimum of 15 minutes' notice of the start time of class. Group Apparatus Classes are not recorded on Zoom.
16. When attending any In-Person Pilates Session in the Studio or any Barrel Class in Pantygraigwen Community Centre, you must wear workout clothes that do not have any hidden zip pockets, buttons or studs or any accessories that could puncture or scratch the vinyl on the apparatus. All jewellery must also be removed in all Pilates sessions for your

- safety, so it does not damage the apparatus. If you arrive wearing any of these please note that you will not be able to partake in the session and will not be eligible for a refund/ credit.
17. For all In-Person Pilates Sessions please bring a pair of clean socks to change into upon arrival. Grip socks are great but not mandatory; any socks that fit snug and are not too thick, fluffy or baggy are perfect.
  18. For All In-Person Pilates Sessions at Pantygraigwen Community Centre and if you are taking Virtual Pilates sessions at home, You must use your own Mat- 10mm thickness is needed to protect your spine during rolling exercises.
  19. Angela Green Classical Pilates reserves the right to change venue/ class location at late notice should unforeseen circumstances dictate. In the event that a venue is unable to provide us with hire for a scheduled session, Angela will seek to find an alternative venue as the preferred solution. The 12 hour cancellation Policy will still apply.
  20. For Virtual Pilates sessions, please ensure you have downloaded the Zoom meetings App on the device you intend on using for your Virtual Pilates sessions. Ensure your device is fully charged and that you have a good internet connection. Your Zoom session invite will be emailed to you 5-10 minutes prior to the start time of your class, please ensure you are set up ready to start on time. The cancellation policy fully applies to tech issues.
  21. Privacy Policy; Your privacy is very important to Angela Green Classical Pilates. The privacy policy covers aspects surrounding how we collect, use, and share, store and safeguard your data. The full privacy policy is downloadable to view on the website [www.angelasclassicalpilates.com](http://www.angelasclassicalpilates.com). By signing your consent form on your health screening form, you are consenting to having read and understood our privacy policy.
  22. Please see your booking confirmation email if coming for a Pilates session in the Studio, at Pantygraigwen Community Centre or if you are taking a Virtual session via Zoom, as this email will contain specific information relevant to your session.

***Thank you for reading these Booking procedures, Terms and Conditions.***

***I hope you enjoy your class 😊***