

## **Booking Procedures, Terms & Conditions**

“Pilates Session(s)” refers to any private lesson or group class in the context below;

- ✓ Please make & manage all Pilates session bookings via Gymcatch having set up your account with your email address & password. Please reach out if you need help to set up.  
My unique Gymcatch page URL: <https://gymcatch.com/app/provider/8353>  
There is also intelligent app/web app link you can use: <https://gymcatch.app.link/download>
- ✓ All session purchases on your account are just for you & are not transferable to others.
- ✓ Gymcatch uses Stripe as the payment processor. You are welcome to store your card details with stripe for your future ease of use. Gymcatch & Angela Green Classical Pilates cannot view or use your stored card details. If not using your own card, please ensure you have the bill payer's permission to use their card.
- ✓ Please check the Gymcatch schedule prior to purchasing any packages to ensure the session(s) you'd like to book has up & coming availability.
- ✓ Each type of Pilates session has its own package options. You can have packs for different sessions running on your account at the same time- all colour coded. When you book a session, Gymcatch knows which pack to use & you just select “book 1 place with package”. All sessions & packages have a 12 week expiry from date of purchase. You're welcome to use your sessions in a shorter time frame & attend multiple sessions a week if you wish.
- ✓ Every booking made requires 24 hours notice of the start time to cancel in order for the system to auto refund your session credit back to your account. This is a strict rule. If you cancel late (in fewer than 24 hours of the start time of your session), you'll lose the session.
- ✓ If you need to cancel a booking, please do so yourself via your Gymcatch account- thank you. Even if you are late cancelling, please cancel your booking to allow another participant on the waitlist a possible opportunity to attend.
- ✓ Your space in a session is guaranteed once you've booked it. Booking ahead is recommended if your availability is limited or if you have a preferred regular session day/ time. Please be aware that sessions may fill up quickly. If you'd like to attend a session that shows “waitlist” it means it's full- you can join the waitlist & the app that notifies you if a space becomes available for you to book (it doesn't book you in automatically).
- ✓ You'll get a confirmation email upon booking a session. Please save your booking(s) to your calendar or make a note in your paper diary- whichever works for you.
- ✓ If you pay by card- instantly after purchase your package is available to use. Cash & bank transfer are equally welcome. If you would like to pay by cash please bring your cash to your last session before needing to buy a new pack. If paying by bank transfer, drop me a message to say you've paid for your pack. Following cash or bank transfer payments I will upload your pack to your account- please expect 1 working day for me to administrate.

- ✓ If you'd like to add your spouse, close family member or friend to any 55 minute one to one private lesson booking, you simply pay £15 (cash or bank transfer) on the day. Please ensure that you contact me in advance of your session if adding someone new, so that I can email a health questionnaire for them to complete. 1 Person needs to manage the session booking.
- ✓ Gymcatch does not currently send automated reminders, however you can expect to receive a gentle email reminder from me on a Friday afternoon/ Saturday morning to log in & view your bookings for the week ahead or to provide you with a little nudge if you've got an active pack & not booked your next session in yet.
- ✓ Please only attend sessions you have prior booked on your Gymcatch account. Sessions have strict capacities based on room size & available apparatus.
- ✓ Private lesson packages are valid to use for both in-person & virtual (Zoom) attendance. I'll assume you are attending in person unless you tell me otherwise.
- ✓ The 24 hour cancellation policy includes virtual private lessons in the event of poor internet connection/ device issues- ensure your device is fully charged & that your internet line is working as optimally as possible. Please see the "Virtual Pilates Policy" for helpful tips to maximise your experience.
- ✓ All Group Classes bookable on the Gymcatch schedule are in-person ones. Zoom group classes are managed privately & are not on the Gymcatch schedule. If you are interested in booking Zoom group classes, please contact me.
- ✓ If I cancel a session due to illness or factors outside of my control & you were booked in, I will manually credit your session back onto your account so you do not lose your session.
- ✓ Please expect me to take approximately 3 weeks holiday a year which I aim to spread across the year. I will make you aware of any holiday in advance so you can book your sessions to use within the 12 week timeframe of your package.
- ✓ The schedule is subject to change at any time based on demand. Please expect timetable/ schedule reductions during school holidays & closures on bank holidays.
- ✓ If you are the only client booked into any group class, please expect the session to be delivered as a 30 minute one to one private lesson (at no extra charge).
- ✓ Extension of your package will only be considered in the event of medical circumstances requiring a break from Pilates. You must communicate this need to Angela Green Classical Pilates during the timeframe of your package & not once your package has expired in order for an extension to be considered. Extensions for historic packages will not be considered.
- ✓ Monetary/ cash refunds are mostly avoidable with the use of our Gymcatch auto-refund function which credits your account in line with my cancellation policy. If a monetary/ cash refund is appropriate in the case of medical circumstances, it'll be made using the same method of which you paid, minus any processing fees (if paid via stripe). You'll be charged at single session rate for any sessions used within your package & refunded the remaining balance. You must communicate this need to Angela Green Classical Pilates during the timeframe of your package & not once your package has expired in order for a refund to be considered. Refunds for historic packages will not be considered.