

<p style="text-align: center;">BACK IN MOTION PILATES CLASSES FREQUENTLY ASKED QUESTIONS</p>
--

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 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 Mat Exercise Handouts – these are handed out OR emailed 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 handheld weights that may be utilised within a class.
- The Instructor! All 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.
- **Mornington Studio;** 171 Eglinton Rd, Mornington, Dunedin.
- **Harvest Court Mall – Leukaemia & Blood Cancer NZ;** 218 George St, Dunedin Central, Dunedin (directly opposite & beside La Porchetta and Kitchen Things)

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, handouts, 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 or series 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.

Commitment to a full-term rotation of Mat Classes;

- **Cost:** \$180 (Non-member) for the whole term (based on 10 weeks of term – the price will vary if the term is longer or shorter)
- There is NO REFUND for non-attendance and cancellations will not be credited.
- 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:** \$23 per class (Non-member)
- **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 9 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 \$200 (Non-member) 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.
- If you wish to cancel as a casual attendee, you MUST let us know within **8 hours** of the class or you will be charged in FULL.

Concession Attendance at Mat Classes

- **Cost:** 10 Concessions for \$200 (Non-member)
- 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 12 months 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.

- If you wish to cancel from your class, you **MUST** let us know within **8 hours** of the class or you will be charged in FULL.

What if I am attending a Reformer, Circuit, or other Specialised Pilates Class such as Pre/Post-natal?

The above options still apply – however prices and concession numbers may vary and there may be an introductory session requirement if you are attending an ‘ongoing’ class, such as reformer or pre/post-natal. There may also be another type of form required to fill in rather than the PAR-Q depending on the type of class that you are attending. Please contact the clinic where your class is being provided for more information.

Options and Prices for Reformer classes are below.

Casual Attendance at Reformer Classes

- **Cost:** \$34 per class (Non-member)
- **Can I test out a class?** Yes, but... preference will always be given to those who commit to attending regularly on concession.
- The Casual participant **MUST PAY PRIOR** to attending the class.
- If the participant wishes to continue with the class and purchase a concession, they must pay the remaining balance for the concession **PRIOR** to continuing.
- The Casual Rate applies for all participants committing to attend less than 6 classes, unless you purchase a concession as below.
- Casual attendees also have the option of purchasing 6x classes on Concession for \$168 (Non-member). Please be aware that there are no refunds for un-used concessions, and these must be used within 12months of purchase.
- If you wish to cancel as a casual attendee, you **MUST** let us know within **8 hours** of the class or you will be charged in FULL.

Concession Attendance at Reformer Classes

- **Cost:** 6 Concessions for \$168 (Non-member)
- There is **NO REFUND** for unused concessions.
- Concessions expire 12 months from purchase.
- Concessions can be used at any Reformer class (so long as there is space available for that participant and the class level is suitable) 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 classes 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 regularly attend and are booked in advance on concession. You can be added to a waitlist if your preferred class is full, as we often get cancellations.
- If you wish to cancel from your class, you **MUST** let us know within **8 hours** of the class or you will be charged in FULL.

Where/How do I pay?

- Payment can be made via Direct Debit into our account as below:
Account name: Motus Health Limited
Account number: 02-1268-0118506-00
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 afternoon 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.

Please note that we require a **MINIMUM OF 8 HOURS' NOTICE OF CANCELLATION**, or you will be charged in FULL for your class.

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 can 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, please 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: _____