


A vibrant, out-of-focus photograph of a field of wildflowers in shades of pink, purple, and yellow under a clear blue sky. The flowers are in the foreground, with some in sharp focus and others blurred, creating a sense of depth and a bright, cheerful atmosphere.

# Spring Newsletter

*Wonderful Wellness Family...*

I'm a little late getting this one out, but there has been so much going on behind the scenes that we are excited to tell you about!

A decorative graphic on the left side of the page featuring several pink cherry blossom flowers on dark branches. The flowers are in various stages of bloom, with some showing detailed stamens and others as soft, out-of-focus shapes. The background of the graphic is a light, hazy pink.

First and foremost we are about to celebrate our 4 Year Anniversary! We would love to see as many of you there as possible for some tasters, games, snacks and the much demanded prosecco-lates, there will also be taster sessions for complete beginners, so rope your friends in. All tasters are free – just sign up on the app. Sunday 22<sup>nd</sup> June!

We will soon welcome our newest member of the team, Isla, who will be supporting me on the administrative side of things and is excited to meet you all.

Our wonderful Sarah G is now offering free cancer care reformer sessions on Tuesday afternoons. Details below – email us if you would like to know more.

*Leah x*



@wellness\_pilates\_newbury



wellness-pilates.co.uk

# WELLNESS PILATES



## OPEN DAY

22/6/2025

11AM-3PM

- Free Taster Sessions  
(Please book!)
- Prosecco-lates 🍷🍷
- Competitions and  
Prizes
- Refreshments & Good  
Vibes

**To reserve a spot:**

[www.wellness-pilates.co.uk](http://www.wellness-pilates.co.uk)  
[info@wellness-pilates.co.uk](mailto:info@wellness-pilates.co.uk)  
07984964004

Wellness Pilates  
Trade Street  
Woolton Hill  
RG20 9UJ



WELLNESS  
PILATES

# PAYMENT STRUCTURE

## Important Update:

Our community has grown so much over the last year (yay!!), which has made it increasingly difficult to stay on top of managing the manual administration involved with running our bronze/silver/gold subscriptions alongside the PAYG blocks. Many of you who use monthly auto-pays have had issues managing your payments and bookings on the app and it has become clear that it is time for a restructure and a more streamlined offering that maintains the combination of flexibility and consistency for your bookings, whilst minimising these frustrations.

## What does this mean for you?

- More block options were introduced in May
- No more auto-pay membership subscriptions
- Recurring reservations will be an option for EVERYBODY (provided that they have an up-to-date bank card on file to ensure that we are able to take payment for reservations that are not attended or cancelled)

I know for lots of you that have been struggling with the auto-pay membership system that this will be a welcome change, but for those that preferred this method, I sincerely apologise for the inconvenience. I have spent the last couple of months in contact with multiple other software providers to try to find a platform that could do this in a way that could run smoothly without the behind the scenes intervention but have been unable to find anything that fit the need of running both streams automatically, and too many errors are currently slipping through the net.

## When do subscriptions end?

The last auto-payment for your membership will come out on the 1st July and those credits will be valid for three months. **Unless you tell me otherwise you will retain any recurring reservations that you have with us** and we will ask that you top up your credits as you go either online or in studio using the QR code displayed at the front desk (Please make sure you let us know what you have paid).

## What if I can't make my booking?

As it always has been, the cancellation period will be fixed at **24 hours**. Cancellations outside of that window will not be charged, but cancellations made under 24 hours will be charged at the full cost of the class or the class credit used to book where applicable. Three consecutive no shows will result in cancellation of the recurring reservation to ensure that spaces are available for those who want to attend.

Class cancellations can only be made via the MindBody app, website or over the phone. ***Unfortunately we will not have the capacity to manage your cancellations via text/whatsapp/instagram/facebook messages moving forwards.***

If you have a recurring reservation, the best thing to do if you need to reschedule is to give us a call ahead of time so that we can adjust your booking and credit allocation.

**Please also note, if you haven't already, that we recently changed our phone number, 07984964004.**



FREE

# Reformer Pilates *Cancer Care* sessions

Every Tuesday  
3:30pm - 4:30pm



WELLNESS  
PILATES



YOU  
ALSO  
GET A  
STAMP  
WHEN  
YOU  
LEAVE A  
REVIEW!

## Social Media Reward Cards

Social media reward cards have landed! Grab yours in studio and be sure to get your card stamped every time you share your visit on your socials and tag us, to earn yourself a free class!



DON'T  
FORGET  
TO CLAIM  
YOUR  
STAMPS!





A close-up photograph of a person lying on their back, wearing light blue athletic shorts. Two hands are visible, applying pressure to the lower back area. The background is dark and textured.

# SPORTS MASSAGE

Don't forget we have sports massage appointments available Mondays and Thursdays in our Treatment Room next door to the reformer studio

# Do you use the app?



The MindBody app is the easiest way to book and cancel your classes. Go to your Appstore (iPhone) GooglePlay (Android) and search for MindBody.

← It should show this logo (new branding)

## Polite Reminders

- Please remember that the **24 hour cancellation policy** applies to all classes and clients and we have to be fair to everybody involved. Please cancel via the booking system if you can't make it. There are 200+ of you and only one of me <3 .
- Please wear your grip socks during all classes as these are a part of our Health & Safety Policy.

FOLLOW OUR SOCIAL MEDIA

